

Transcript: Justin

Mills-4773634059485184-5523059950174208

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. This is Justin. How can I help you today? Uh, yeah, hello. Uh, my name is Tim Ross. I recently returned to BGSF, uh, working with them temporarily and just got a email... well, a text message asking me about a benefit enrollment which I've had no knowledge of. Um, yeah. So that text message you received was just a courtesy reminder from BG Staffing letting you know that you were eligible to be enrolled into their health insurance. However, I can pull your file for you to confirm that information if need be. Yes. If you can do this for me? Yeah. So BG Staffing, what's the last four of your Social? Uh, five nine nine four. And for security purposes, could you verify the home address including city, state and zip code, Mr. Ross? Uh, yes. 5500 South Shore Drive, Chicago, Illinois, 60637. Looks like I have a different address on file. You have a different address on file? Yes, sir. And it is 7240 South Blackstone? Yes, sir, that is the old address. Chicago, Illinois 60619. Yeah, it is. That's an old address. Okay. What's the new address? I can go ahead and update it for you. 5500 South Shore Drive, Unit 1006, Chicago, Illinois and that's 60637. 60637. And confirm your date of birth. 2/26/1959. Okay. And a good telephone number I have is 773-495-3307. Yes, that's a good number. And the email I have is tleeross86 at gmail? Correct. Okay. So let's see here. Okay. So I do see there are two higher dates on file. One from 2018 and one from this year. Um, so it looks like you were eligible, but I need to confirm that with my back office. Um, but I can email you a copy of a benefit guide in the meantime, and then once I do receive word back from my back office, I can give you a call back. Okay. Yeah, that'll be fine. Uh, can you tell me a little bit about... Are we talking just general benefits like health, life insurance, that sort of thing? Uh, yes, sir. So like medical, dental, vision, um, short-term disabilities offered, uh, critical illness, term life, which is life insurance. Um, but all of that information will be in the benefit guide that I'm emailing you. Okay. All right. Sounds good. Yeah. If you could email it to me, I'll be in- interested in taking a look at it. Okay. So the email that you should be looking out for for that benefit guide will be coming from info, that's I-N-F-O, @benefitsinacard.com. Okay? All right. Sounds good. Okay. And then like I said, once I do receive word back from my back office, I'll give you a call back. Okay, Mr. Ross? I appreciate that. Thank you so much. You're welcome. You have a great day, okay? Okay. You too. Bye now. Bye-bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benefits in a Card. This is Justin. How can I help you today?

Speaker speaker_2: Uh, yeah, hello. Uh, my name is Tim Ross. I recently returned to BGSF, uh, working with them temporarily and just got a email... well, a text message asking me about a benefit enrollment which I've had no knowledge of.

Speaker speaker_1: Um, yeah. So that text message you received was just a courtesy reminder from BG Staffing letting you know that you were eligible to be enrolled into their health insurance. However, I can pull your file for you to confirm that information if need be.

Speaker speaker_2: Yes. If you can do this for me?

Speaker speaker_1: Yeah. So BG Staffing, what's the last four of your Social?

Speaker speaker_2: Uh, five nine nine four.

Speaker speaker_1: And for security purposes, could you verify the home address including city, state and zip code, Mr. Ross?

Speaker speaker_2: Uh, yes. 5500 South Shore Drive, Chicago, Illinois, 60637.

Speaker speaker_1: Looks like I have a different address on file.

Speaker speaker_2: You have a different address on file?

Speaker speaker_1: Yes, sir.

Speaker speaker_2: And it is 7240 South Blackstone?

Speaker speaker_1: Yes, sir, that is the old address.

Speaker speaker_2: Chicago, Illinois 60619. Yeah, it is. That's an old address.

Speaker speaker_1: Okay. What's the new address? I can go ahead and update it for you.

Speaker speaker_2: 5500 South Shore Drive, Unit 1006, Chicago, Illinois and that's 60637. 60637.

Speaker speaker_1: And confirm your date of birth.

Speaker speaker_2: 2/26/1959.

Speaker speaker_1: Okay. And a good telephone number I have is 773-495-3307.

Speaker speaker_2: Yes, that's a good number.

Speaker speaker_1: And the email I have is tleeross86 at gmail?

Speaker speaker_2: Correct.

Speaker speaker_1: Okay. So let's see here. Okay. So I do see there are two higher dates on file. One from 2018 and one from this year. Um, so it looks like you were eligible, but I need to confirm that with my back office. Um, but I can email you a copy of a benefit guide in the

meantime, and then once I do receive word back from my back office, I can give you a call back.

Speaker speaker_2: Okay. Yeah, that'll be fine. Uh, can you tell me a little bit about... Are we talking just general benefits like health, life insurance, that sort of thing?

Speaker speaker_1: Uh, yes, sir. So like medical, dental, vision, um, short-term disabilities offered, uh, critical illness, term life, which is life insurance. Um, but all of that information will be in the benefit guide that I'm emailing you.

Speaker speaker_2: Okay. All right. Sounds good. Yeah. If you could email it to me, I'll be interested in taking a look at it.

Speaker speaker_1: Okay. So the email that you should be looking out for for that benefit guide will be coming from info, that's I-N-F-O, @benefitsinacard.com. Okay?

Speaker speaker_2: All right. Sounds good.

Speaker speaker_1: Okay. And then like I said, once I do receive word back from my back office, I'll give you a call back. Okay, Mr. Ross?

Speaker speaker_2: I appreciate that. Thank you so much.

Speaker speaker_1: You're welcome. You have a great day, okay?

Speaker speaker_2: Okay. You too. Bye now.

Speaker speaker_1: Bye-bye.