

## Transcript: Justin

**Mills-4925558584950784-5185309147316224**

### Full Transcript

Thank you for calling Benefits in a Card. This is Justin. How can I help you today? Hello. Um, I'm trying to fill out an enrollment form for, um, medical coverage, and when I go to... Like, I selected the type of plan that I want, and it won't let me, like, sign the document unless I click cancellation, and I'm not trying to cancel. I'm trying to enroll. Okay. What's that staffing agency you work for? Nora Staffing Group. Yeah. Let's see here. So Nora Staffing? Yes. Okay. Um, now are you on... Are you on the website? Um, so I'm on Nora Staffing. I'm on their, I'm on their portal, and it shows me documents to sign, and then I click on the BIC enrollment, and then I go to fill out this Benefits in a Card enrollment form, and then it gives you like, okay, click select. I select which plan I want it, and then it won't let me finish the document unless I click cancellation. And if I click cancellation, it will let me finish it and sign it. But I'm not trying to can- Okay. I see what's going on now. Um, so I do know that any enrollment changes or cancellations for Nora Staffing, um, employees must be done via enrollment form, um, not through the call center or online. So if you're actually online, you would actually have to reach out to Nora Staffing specifically so that you can pick up a hard copy of an enrollment form and submit it that way. So the way that they have me doing it through the Nora Staffing Group enro- um, like, onboarding portal is not the way to go? Um, it's not supposed to go through online or the call center. I mean, um, what branch are you working for so I can let my account manager know? Um, this is the Nora Staffing Group. Um, I'm not sure what you're asking. Like, they, they reached out to me. They're in New York. I'm in Chicago, and they sent me this, these documents to sign. I'm not sure if that answers the question. I'm trying to... Do you know what, like, branch? Like, where it's based out of? What city it's based out of in New York? Um, I think it's New York, New York. New York, New York. Okay. What was your first and last name? Taylor Fisher. And F-I-S-H-E-R? Yes. Okay. Okay. 'Cause I do know with Nora Staffing, enrollment changes or cancellations, uh, must be done via an enrollment form, uh, like physical hard copy, um, not online or through a call center. So I'm wondering why they're, uh, they're making it you, making you sign online unless it's because- Mm-hmm. ... you're in Chicago and they're in New York. That may be why. Um, let me see. So let me reach out to my account manager or back office and let them know what exactly is going on, um, and let them know that it's not letting you continue to enroll, uh, via online or through that enrollment form that you have. Mm-hmm. Um, and then I can reach back out to you. What's a good callback number for you? Oh, you said a callback number? Yes. 630-917-0401. Just to confirm, 630-917-0401? That's correct. Okay. Um, so like I said, let me reach out to my back office and see what's going on. And then once I do receive word back, I will give you that call back. Okay? Awesome. Thank you so much. You're welcome, Taylor. You have a great day. Okay? You too. Thanks. Bye-bye. All right. Bye-bye.

## Conversation Format

Speaker speaker\_0: Thank you for calling Benefits in a Card. This is Justin. How can I help you today?

Speaker speaker\_1: Hello. Um, I'm trying to fill out an enrollment form for, um, medical coverage, and when I go to... Like, I selected the type of plan that I want, and it won't let me, like, sign the document unless I click cancellation, and I'm not trying to cancel. I'm trying to enroll.

Speaker speaker\_0: Okay. What's that staffing agency you work for?

Speaker speaker\_1: Nora Staffing Group.

Speaker speaker\_0: Yeah. Let's see here. So Nora Staffing?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay. Um, now are you on... Are you on the website?

Speaker speaker\_1: Um, so I'm on Nora Staffing. I'm on their, I'm on their portal, and it shows me documents to sign, and then I click on the BIC enrollment, and then I go to fill out this Benefits in a Card enrollment form, and then it gives you like, okay, click select. I select which plan I want it, and then it won't let me finish the document unless I click cancellation. And if I click cancellation, it will let me finish it and sign it. But I'm not trying to can-

Speaker speaker\_0: Okay. I see what's going on now. Um, so I do know that any enrollment changes or cancellations for Nora Staffing, um, employees must be done via enrollment form, um, not through the call center or online. So if you're actually online, you would actually have to reach out to Nora Staffing specifically so that you can pick up a hard copy of an enrollment form and submit it that way.

Speaker speaker\_1: So the way that they have me doing it through the Nora Staffing Group enro- um, like, onboarding portal is not the way to go?

Speaker speaker\_0: Um, it's not supposed to go through online or the call center. I mean, um, what branch are you working for so I can let my account manager know?

Speaker speaker\_1: Um, this is the Nora Staffing Group. Um, I'm not sure what you're asking. Like, they, they reached out to me. They're in New York. I'm in Chicago, and they sent me this, these documents to sign. I'm not sure if that answers the question.

Speaker speaker\_0: I'm trying to... Do you know what, like, branch? Like, where it's based out of? What city it's based out of in New York?

Speaker speaker\_1: Um, I think it's New York, New York.

Speaker speaker\_0: New York, New York. Okay. What was your first and last name?

Speaker speaker\_1: Taylor Fisher.

Speaker speaker\_0: And F-I-S-H-E-R?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay. Okay. 'Cause I do know with Nora Staffing, enrollment changes or cancellations, uh, must be done via an enrollment form, uh, like physical hard copy, um, not online or through a call center. So I'm wondering why they're, uh, they're making it you, making you sign online unless it's because-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: ... you're in Chicago and they're in New York. That may be why. Um, let me see. So let me reach out to my account manager or back office and let them know what exactly is going on, um, and let them know that it's not letting you continue to enroll, uh, via online or through that enrollment form that you have.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: Um, and then I can reach back out to you. What's a good callback number for you?

Speaker speaker\_1: Oh, you said a callback number?

Speaker speaker\_0: Yes.

Speaker speaker\_1: 630-917-0401.

Speaker speaker\_0: Just to confirm, 630-917-0401?

Speaker speaker\_1: That's correct.

Speaker speaker\_0: Okay. Um, so like I said, let me reach out to my back office and see what's going on. And then once I do receive word back, I will give you that call back. Okay?

Speaker speaker\_1: Awesome. Thank you so much.

Speaker speaker\_0: You're welcome, Taylor. You have a great day. Okay?

Speaker speaker\_1: You too. Thanks. Bye-bye.

Speaker speaker\_0: All right. Bye-bye.