

Transcript: Justin

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Full Transcript

Thank you for calling Benefits and Occur. This is Justin. How can I help you today? Hey, Justin. Uh, my name's Matthew Wilson, and I am starting with CBRE next week. And, uh, I'm going to be, you know, on a temporary basis through you guys. Mm-hmm. Or, or through, or through, uh... I forget the name of the company, but it's a temp agency that they use. And they u- they use, uh, you guys as their medical coverage. Mm-hmm. Um, and I was wondering, uh, I know m- my insurance coverage is supposed to start next week, and do I get a card or anything like that? Um, you know, so I can present something if I need to go to the doctor or anything? Um, yes, sir. So I do know that once you do become active in the coverage, you will receive physical ID cards within seven to 10 business days. However, let me try pulling your file to confirm everything for you. Um, do you know what that staffing agency you work for is? Um, s- hold on a second here. Let me look. BGSS? Okay, so BG Staffing, and the last four of your Social. Uh, 6932. And what was your last name, Matthew? Wilson. And for security purposes, can you verify your home address, including city, state and ZIP code? Uh, 4514 Springside Lane, Charlotte, North Carolina 28226. And your date of birth? March 16th, 1972. And a good telephone number have us 704-249-1588. Correct. And the email I have is mrw31672 at Gmail. Correct. Okay, so looking at the file, you are in a pending enrollment process. So yes, sir. So pending enrollments do take one to two weeks to go through. And then whenever you witness your first payroll deduction of the \$70.90 that come off your paycheck, coverage usually begins that following Monday. And then physical ID cards would be received within seven to 10 business days. Okay. All right, that sounds good. I, uh, just wanted to confirm that with you. Awesome. Well, is there anything else I can help you out with today, Matthew? No, that's it. Okay, well, thank you for calling Benefits and Occur. And I hope you have a wonderful day, all right? Thank you.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits and Occur. This is Justin. How can I help you today?

Speaker speaker_1: Hey, Justin. Uh, my name's Matthew Wilson, and I am starting with CBRE next week. And, uh, I'm going to be, you know, on a temporary basis through you guys.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: Or, or through, or through, uh... I forget the name of the company, but it's a temp agency that they use. And they u- they use, uh, you guys as their medical coverage.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: Um, and I was wondering, uh, I know m- my insurance coverage is supposed to start next week, and do I get a card or anything like that? Um, you know, so I can present something if I need to go to the doctor or anything?

Speaker speaker_0: Um, yes, sir. So I do know that once you do become active in the coverage, you will receive physical ID cards within seven to 10 business days. However, let me try pulling your file to confirm everything for you. Um, do you know what that staffing agency you work for is?

Speaker speaker_1: Um, s- hold on a second here. Let me look. BGSS?

Speaker speaker_0: Okay, so BG Staffing, and the last four of your Social.

Speaker speaker_1: Uh, 6932.

Speaker speaker_0: And what was your last name, Matthew?

Speaker speaker_1: Wilson.

Speaker speaker_0: And for security purposes, can you verify your home address, including city, state and ZIP code?

Speaker speaker_1: Uh, 4514 Springside Lane, Charlotte, North Carolina 28226.

Speaker speaker_0: And your date of birth?

Speaker speaker_1: March 16th, 1972.

Speaker speaker_0: And a good telephone number have us 704-249-1588.

Speaker speaker_1: Correct.

Speaker speaker_0: And the email I have is mrw31672 at Gmail.

Speaker speaker_1: Correct.

Speaker speaker_0: Okay, so looking at the file, you are in a pending enrollment process. So yes, sir. So pending enrollments do take one to two weeks to go through. And then whenever you witness your first payroll deduction of the \$70.90 that come off your paycheck, coverage usually begins that following Monday. And then physical ID cards would be received within seven to 10 business days.

Speaker speaker_1: Okay. All right, that sounds good. I, uh, just wanted to confirm that with you.

Speaker speaker_0: Awesome. Well, is there anything else I can help you out with today, Matthew?

Speaker speaker_1: No, that's it.

Speaker speaker_0: Okay, well, thank you for calling Benefits and Occur. And I hope you have a wonderful day, all right?

Speaker speaker_1: Thank you.