

Transcript: Justin

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Full Transcript

Thank you for calling Benefits in a Card. This is Justin. How can I help you today? Um, yes. Uh, my name is Michelle Robinson, and I'm calling because I work for, um, uh, BGSS. And, um, it said that I needed to enroll in my benefits, but I thought I did. Yeah. Let me check on that for you. So BG Staffing was the last four of your social? Yes. Um, the last four digits 42333. And for security purposes, could you verify your home address, including city, state and zip code, Michelle? Uh, 6701 Mason Dale Circle, Little Chesterfield, Virginia 23234. And confirm your date of birth. Uh, 7-17-68. And a good telephone number I have is 804-467-8245. That is correct. And the email I have is RobinsonRD07 at gmail.com. That is correct. Okay. So looking at the file does tell me you are currently enrolled into benefits offered through BG Staffing. You did become active as of this Monday, the 10th. So you should be receiving physical ID cards early next week. However, do you mind if I place you on a brief hold while I search up that information? I can possibly email it to you. Sure. Awesome. I'll be right back for you, okay? Okay. Thank you. You're welcome. Hello Michelle, you still there? Uh, I am. Thank you. Awesome. Thank you so much for holding. So I went ahead and emailed you your ID cards to the email we had on file. The email that you should look out for- Okay. ... is coming from info, that's I-N-F-O, @benefitsinacard.com. However, if you don't see them in your inbox- Okay. ... be sure to check your spam or check your junk folder. Okay? Okay. And let me ask you this. Okay. So I can't make any changes. Is that correct? Um, it looks like you're still eligible to make changes. Yes. Okay. Because it says something about RX. Is that for, uh, prescription? Um, yes. So free RX does give out free or discounted prescription coverage. Yes, ma'am. Okay. 'Cause I wanted to enroll in that, um, because I didn't see it on there, because you guys have been taking money out. And I didn't see it on there. So that's why I wanted to see if I can, um, make that change. So I just need to go in and change it? Uh, I can add that for you real quick. So let's see here. Okay. So your current deductions right now with everything was \$31.96. However, adding- Mm-hmm. ... the free RX was, uh, an additional \$5.99. So it would make your new- Okay. That's fine. ... total deductions \$37.95- Okay. ... per week. Okay? Okay. I'm sorry, what was that? \$37.95 per week. Okay, that's fine. Okay. And then like say if I don't accumulate any, um, I guess any hours what have you, do I just mail you guys a check or? Um, so you can call in and make a direct payment for that week. Okay. All right, great. I can do that. Okay. Not a problem. Thank you so much for your help. Yeah. Do you authorize BG Staffing to make that deduction for you? Uh, yeah, that's fine. Okay. So I do want to let you know that this pending enrollment does take one to two weeks to go through. And then whenever you witness that first payroll deduction of the \$37.95 come off your paycheck, that's how you know free RX was added to the coverage. Um, but other than that, is there anything else I could assist you with today? Um, that is it. Yeah, so they've already been taking the total amount except for the RX. So,

um, with that said, you're just gonna do like the additional, um, RX? Uh, Rx, yes, ma'am. Okay. Okay, no problem. I just wanted to make sure. Okay. All right. Thank you so much for your help. You're welcome. You have a great weekend, okay? You too. Thank you. Alrighty. Bye-bye. Bye-bye. 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: Um, yes. Uh, my name is Michelle Robinson, and I'm calling because I work for, um, uh, BGSS. And, um, it said that I needed to enroll in my benefits, but I thought I did.

Speaker speaker_0: Yeah. Let me check on that for you. So BG Staffing was the last four of your social?

Speaker speaker_1: Yes. Um, the last four digits 42333.

Speaker speaker_0: And for security purposes, could you verify your home address, including city, state and zip code, Michelle?

Speaker speaker_1: Uh, 6701 Mason Dale Circle, Little Chesterfield, Virginia 23234.

Speaker speaker_0: And confirm your date of birth.

Speaker speaker_1: Uh, 7-17-68.

Speaker speaker_0: And a good telephone number I have is 804-467-8245.

Speaker speaker_1: That is correct.

Speaker speaker_0: And the email I have is RobinsonRD07 at gmail.com.

Speaker speaker_1: That is correct.

Speaker speaker_0: Okay. So looking at the file does tell me you are currently enrolled into benefits offered through BG Staffing. You did become active as of this Monday, the 10th. So you should be receiving physical ID cards early next week. However, do you mind if I place you on a brief hold while I search up that information? I can possibly email it to you.

Speaker speaker_1: Sure.

Speaker speaker_0: Awesome. I'll be right back for you, okay?

Speaker speaker_1: Okay. Thank you.

Speaker speaker_0: You're welcome. Hello Michelle, you still there?

Speaker speaker_1: Uh, I am. Thank you.

Speaker speaker_0: Awesome. Thank you so much for holding. So I went ahead and emailed you your ID cards to the email we had on file. The email that you should look out for-

Speaker speaker_1: Okay.

Speaker speaker_0: ... is coming from info, that's I-N-F-O, @benefitsinacard.com. However, if you don't see them in your inbox-

Speaker speaker_1: Okay.

Speaker speaker_0: ... be sure to check your spam or check your junk folder. Okay?

Speaker speaker_1: Okay. And let me ask you this. Okay. So I can't make any changes. Is that correct?

Speaker speaker_0: Um, it looks like you're still eligible to make changes. Yes.

Speaker speaker_1: Okay. Because it says something about RX. Is that for, uh, prescription?

Speaker speaker_0: Um, yes. So free RX does give out free or discounted prescription coverage. Yes, ma'am.

Speaker speaker_1: Okay. 'Cause I wanted to enroll in that, um, because I didn't see it on there, because you guys have been taking money out. And I didn't see it on there. So that's why I wanted to see if I can, um, make that change. So I just need to go in and change it?

Speaker speaker_0: Uh, I can add that for you real quick. So let's see here.

Speaker speaker_1: Okay.

Speaker speaker_0: So your current deductions right now with everything was \$31.96. However, adding-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... the free RX was, uh, an additional \$5.99. So it would make your new-

Speaker speaker_1: Okay. That's fine.

Speaker speaker_0: ... total deductions \$37.95-

Speaker speaker_1: Okay.

Speaker speaker_0: ... per week. Okay?

Speaker speaker_1: Okay. I'm sorry, what was that?

Speaker speaker_0: \$37.95 per week.

Speaker speaker_1: Okay, that's fine. Okay. And then like say if I don't accumulate any, um, I guess any hours what have you, do I just mail you guys a check or?

Speaker speaker_0: Um, so you can call in and make a direct payment for that week.

Speaker speaker_1: Okay. All right, great. I can do that. Okay. Not a problem. Thank you so much for your help.

Speaker speaker_0: Yeah. Do you authorize BG Staffing to make that deduction for you?

Speaker speaker_1: Uh, yeah, that's fine.

Speaker speaker_0: Okay. So I do want to let you know that this pending enrollment does take one to two weeks to go through. And then whenever you witness that first payroll deduction of the \$37.95 come off your paycheck, that's how you know free RX was added to the coverage. Um, but other than that, is there anything else I could assist you with today?

Speaker speaker_1: Um, that is it. Yeah, so they've already been taking the total amount except for the RX. So, um, with that said, you're just gonna do like the additional, um, RX?

Speaker speaker_0: Uh, Rx, yes, ma'am.

Speaker speaker_1: Okay. Okay, no problem. I just wanted to make sure. Okay. All right. Thank you so much for your help.

Speaker speaker_0: You're welcome. You have a great weekend, okay?

Speaker speaker_1: You too. Thank you. Alrighty. Bye-bye.

Speaker speaker_0: Bye-bye. Bye-bye.