

## **Transcript: Justin**

**Mills-6223976194326528-4945189662048256**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Okay. Yes. Listen, my name's Don Hughes. Uh, uh, over a week ago, I started with BG Staffing here in Dallas- Mm-hmm. ... or Plano. Uh, uh, do you, do you have, do you have record of my, of me s- still being active with the, uh, the staffing company, or do you... Are you strictly an independent third party or whatever? Uh, well, we're... We are the benefit administrators for BG Staffing. I mean, I can pull your file for you to see if you are enrolled into health insurance or if you are eligible to be enrolled, if need be. Yeah. I guess we can look to see if I'm active. Okay. Yeah, if you don't mind. What do you, what do you need to know? The last four of your Social. 0941. I did attend... I did, uh, I did work one assignment last week for about a week, and then I was pulled off of it suddenly, and I haven't received any other offers. So, I, I don't know what... Um- I see I'm still in good standing, but- Well, we only deal with their health insurance here at Benefits and a Card. We don't have access to any, like, assignments or anything like that. Uh-huh. But do... Does it show whether I'm active or not, uh, active, um, active, uh, whatever, whatever they call me? Uh, it's showing that you're eligible for benefits. Okay. Okay, so if I'm... Let's say, if I was not eligible or known with BG, would it indicate that? Uh, yes, sir. It would. It, it'd show that I'm... Okay. That's all I'm wanting to know, um, 'cause I haven't heard from them in about a week. Okay. So, I don't know. Well, if you haven't heard from them, I would just reach back out to them just to see what's going on. Yeah, I did. Uh, I did Monday, I think it was, but they said they didn't have any... Nothing was coming in, and, uh, I know they have, you know, more than one person, naturally. They, they s- uh, dispatch to different jobs. They, they have pretty good-sized group, I think. Um, I asked them if I'm still in good standing after that first time. She said, "Yes." Uh, but that's all I know. I totally understand, but yes, sir. Like I said, we just deal with their health insurance here at Benefits and a Card. Okay. All right. Well, thank you. Sorry to bother you. Bye. No worries. You have a great weekend, okay?

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Thank you for calling Benefits and a Card. This is Justin. How can I help you today?

Speaker speaker\_2: Okay. Yes. Listen, my name's Don Hughes. Uh, uh, over a week ago, I started with BG Staffing here in Dallas-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_2: ... or Plano. Uh, uh, do you, do you have, do you have record of my, of me s- still being active with the, uh, the staffing company, or do you... Are you strictly an independent third party or whatever?

Speaker speaker\_1: Uh, well, we're... We are the benefit administrators for BG Staffing. I mean, I can pull your file for you to see if you are enrolled into health insurance or if you are eligible to be enrolled, if need be.

Speaker speaker\_2: Yeah. I guess we can look to see if I'm active.

Speaker speaker\_1: Okay.

Speaker speaker\_2: Yeah, if you don't mind. What do you, what do you need to know?

Speaker speaker\_1: The last four of your Social.

Speaker speaker\_2: 0941. I did attend... I did, uh, I did work one assignment last week for about a week, and then I was pulled off of it suddenly, and I haven't received any other offers. So, I, I don't know what...

Speaker speaker\_1: Um-

Speaker speaker\_2: I see I'm still in good standing, but-

Speaker speaker\_1: Well, we only deal with their health insurance here at Benefits and a Card. We don't have access to any, like, assignments or anything like that.

Speaker speaker\_2: Uh-huh. But do... Does it show whether I'm active or not, uh, active, um, active, uh, whatever, whatever they call me?

Speaker speaker\_1: Uh, it's showing that you're eligible for benefits.

Speaker speaker\_2: Okay. Okay, so if I'm... Let's say, if I was not eligible or known with BG, would it indicate that?

Speaker speaker\_1: Uh, yes, sir.

Speaker speaker\_2: It would. It, it'd show that I'm... Okay. That's all I'm wanting to know, um, 'cause I haven't heard from them in about a week.

Speaker speaker\_1: Okay.

Speaker speaker\_2: So, I don't know.

Speaker speaker\_1: Well, if you haven't heard from them, I would just reach back out to them just to see what's going on.

Speaker speaker\_2: Yeah, I did. Uh, I did Monday, I think it was, but they said they didn't have any... Nothing was coming in, and, uh, I know they have, you know, more than one person, naturally. They, they s- uh, dispatch to different jobs. They, they have pretty good-sized group, I think. Um, I asked them if I'm still in good standing after that first time. She said, "Yes." Uh,

but that's all I know.

Speaker speaker\_1: I totally understand, but yes, sir. Like I said, we just deal with their health insurance here at Benefits and a Card.

Speaker speaker\_2: Okay. All right. Well, thank you. Sorry to bother you. Bye.

Speaker speaker\_1: No worries. You have a great weekend, okay?