

Transcript: Malcolm

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Full Transcript

... you. Your call may be monitored or recorded for quality assurance purposes. Thanks for calling Benefits in the Card. This is Malcolm, how can I help you? Hi, Malcolm. Um, I had signed up for some benefits, and I just wanted to get those canceled. All right. What staffing company do you work for us? Uh, BTSS. What's the last four of your Social? 8719. First name? Hailey, H-A-I-L-E-Y. Are you a br-... You said, and the last four is 8719? Yes. All right, so are you a brand new hire? Um, this was about October 9th that I got an email for the enrollment guide, if I needed to, um, make any changes. Um, I don't know if everything fully went through or not, but that's just something that I wanted to double check on real quick. When you say Ha-... Well, you're not showing up in the system, so I'll have to make a, I'll have to make an account for you. Oh, no worries, no worries at all. Um, I have not been able to get in touch with someone in the last two weeks, so I think I just need to get in contact with them and just start the process again. So what I can do, if you wanted to st- or you want to decline the coverage, or you just don't, you just didn't want to make sure whatever you got enrolled into, you didn't want to get enrolled into that? Yes, I just did not want to get enrolled after looking at the, um, enrollment guide. Okay. So did you ever actually fill out a form to get enrolled? Yes. Okay, so yeah, I mean if, if that's the case, then you should be showing up in the system. Huh, did you say your name's Hailey? Yes. Unless they haven't processed that yet, that would be the only reason why you sh- you hadn't shown up. You said it was back in October? October 9th, yes. Yeah, you should have been in the system by now. And you said BG Staffing, correct? Yes. Uh, yeah. You're not, it's not showing that you have any profile created yet. Um, did you want me to go ahead and create that for you in the client coverage? Or did you want to reach out to whoever you went through the first time, and then give us a call back? Yeah, I think I need to reach back out to them, um, since I was out of state in Louisiana for a bit. So I think I need to just, um, just let them know that, um, yeah, I think I need to, need to just restart the process is all. Okay. Well, if you want to reach back to them and then give us a call back, we're open 8:00 AM to 8:00 PM Eastern Time, Monday through Friday. All right. Well, not a problem. Thank you so much. I appreciate that, Malcolm. No problem, Miss Hailey. If there's nothing else, thanks for calling Benefits in the Card. I hope you have a great weekend. Thank you, you too. Bye-bye. Thank you. Bye.

Conversation Format

Speaker speaker_0: ... you.

Speaker speaker_1: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_0: Thanks for calling Benefits in the Card. This is Malcolm, how can I help you?

Speaker speaker_2: Hi, Malcolm. Um, I had signed up for some benefits, and I just wanted to get those canceled.

Speaker speaker_0: All right. What staffing company do you work for us?

Speaker speaker_2: Uh, BTSS.

Speaker speaker_0: What's the last four of your Social?

Speaker speaker_2: 8719.

Speaker speaker_0: First name?

Speaker speaker_2: Hailey, H-A-I-L-E-Y.

Speaker speaker_0: Are you a br-... You said, and the last four is 8719?

Speaker speaker_2: Yes.

Speaker speaker_0: All right, so are you a brand new hire?

Speaker speaker_2: Um, this was about October 9th that I got an email for the enrollment guide, if I needed to, um, make any changes. Um, I don't know if everything fully went through or not, but that's just something that I wanted to double check on real quick.

Speaker speaker_0: When you say Ha-... Well, you're not showing up in the system, so I'll have to make a, I'll have to make an account for you.

Speaker speaker_2: Oh, no worries, no worries at all. Um, I have not been able to get in touch with someone in the last two weeks, so I think I just need to get in contact with them and just start the process again.

Speaker speaker_0: So what I can do, if you wanted to st- or you want to decline the coverage, or you just don't, you just didn't want to make sure whatever you got enrolled into, you didn't want to get enrolled into that?

Speaker speaker_2: Yes, I just did not want to get enrolled after looking at the, um, enrollment guide.

Speaker speaker_0: Okay. So did you ever actually fill out a form to get enrolled?

Speaker speaker_2: Yes.

Speaker speaker_0: Okay, so yeah, I mean if, if that's the case, then you should be showing up in the system. Huh, did you say your name's Hailey?

Speaker speaker_2: Yes.

Speaker speaker_0: Unless they haven't processed that yet, that would be the only reason why you sh- you hadn't shown up. You said it was back in October?

Speaker speaker_2: October 9th, yes.

Speaker speaker_0: Yeah, you should have been in the system by now. And you said BG Staffing, correct?

Speaker speaker_2: Yes.

Speaker speaker_0: Uh, yeah. You're not, it's not showing that you have any profile created yet. Um, did you want me to go ahead and create that for you in the client coverage? Or did you want to reach out to whoever you went through the first time, and then give us a call back?

Speaker speaker_2: Yeah, I think I need to reach back out to them, um, since I was out of state in Louisiana for a bit. So I think I need to just, um, just let them know that, um, yeah, I think I need to, need to just restart the process is all.

Speaker speaker_0: Okay. Well, if you want to reach back to them and then give us a call back, we're open 8:00 AM to 8:00 PM Eastern Time, Monday through Friday.

Speaker speaker_2: All right. Well, not a problem. Thank you so much. I appreciate that, Malcolm.

Speaker speaker_0: No problem, Miss Hailey. If there's nothing else, thanks for calling Benefits in the Card. I hope you have a great weekend.

Speaker speaker_2: Thank you, you too. Bye-bye.

Speaker speaker_0: Thank you. Bye.