

Transcript: Malcolm

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Full Transcript

Bank of California Benefits in a Card. This is Malcolm. How can I help you? Hi, Malcolm. This is Taylor Thorne. Um, I'm a first-time, uh, temp employee for GXO, and, um, I was told to give this number a call for insurance if I needed insurance while I was through the temp agency. Were you wanting to get enrolled or are you already enrolled? I wanted to get enrolled. I was in a, uh, accident on Sunday, had nothing to do with work, um, and I just, I'm not gonna be able to be there a few, for a few days. I messed up my knee pretty well, and I need, uh, to see a doctor and get a doctor's note. So ju- so just so you know, this coverage does take one to two weeks for an enrollment process. And also, you w- you, the coverage wouldn't start if you're not working because it, it automatically takes it outta your paycheck, and you wouldn't be able to pay out of pocket just to get it started. Okay. How much is it to get it started? So it depends on what you get enrolled into, but it will only get started if you're working and come outta your paycheck. You wouldn't be able to pay out of pocket. I have, I've worked a first- my first week already. But you said you're gonna be outta work a couple weeks, correct? No, not a couple weeks. I just need a doctor's note. I was out for like... So I was out Monday, and then I worked a half day yesterday. I'm just let- I'm just trying to be transparent with you, ma'am. So if you get enrolled, it do, it does take one to two weeks for the enrollment process, and they, they won't take a deduction unless you're still actively working. Okay. Yeah, no, that, I get it. Um, I'll try something else. Thank you. You're welcome.

Conversation Format

Speaker speaker_0: Bank of California Benefits in a Card. This is Malcolm. How can I help you?

Speaker speaker_1: Hi, Malcolm. This is Taylor Thorne. Um, I'm a first-time, uh, temp employee for GXO, and, um, I was told to give this number a call for insurance if I needed insurance while I was through the temp agency.

Speaker speaker_0: Were you wanting to get enrolled or are you already enrolled?

Speaker speaker_1: I wanted to get enrolled. I was in a, uh, accident on Sunday, had nothing to do with work, um, and I just, I'm not gonna be able to be there a few, for a few days. I messed up my knee pretty well, and I need, uh, to see a doctor and get a doctor's note.

Speaker speaker_0: So ju- so just so you know, this coverage does take one to two weeks for an enrollment process. And also, you w- you, the coverage wouldn't start if you're not working because it, it automatically takes it outta your paycheck, and you wouldn't be able to pay out

of pocket just to get it started.

Speaker speaker_1: Okay. How much is it to get it started?

Speaker speaker_0: So it depends on what you get enrolled into, but it will only get started if you're working and come outta your paycheck. You wouldn't be able to pay out of pocket.

Speaker speaker_1: I have, I've worked a first- my first week already.

Speaker speaker_0: But you said you're gonna be outta work a couple weeks, correct?

Speaker speaker_1: No, not a couple weeks. I just need a doctor's note. I was out for like... So I was out Monday, and then I worked a half day yesterday.

Speaker speaker_0: I'm just let- I'm just trying to be transparent with you, ma'am. So if you get enrolled, it do, it does take one to two weeks for the enrollment process, and they, they won't take a deduction unless you're still actively working.

Speaker speaker_1: Okay. Yeah, no, that, I get it. Um, I'll try something else. Thank you.

Speaker speaker_0: You're welcome.