

Transcript: Malcolm

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Full Transcript

Thanks for calling Benefits in the Car. This is Malcolm. How can I help you? Yes, this is Tanya Smallwood and I work for BG Staffing. Mm-hmm. Um, it says that I've missed a couple of payments due to payroll deduction, which I haven't had an assignment. Can you help me out with that? So what, you wanting to make a direct payment? Um, I... First of all, I didn't sign up for it. I don't know, I don't know if we're just automatically enrolled in it- Okay. ... but I just need to see what the amount is. What staffing company do you work for? BG Staffing. The last four of your Social? 2768. First name? Tanya Smallwood. Tanya. For security purposes, can you verify your address and date of birth for me? Uh, what they have on is 2117 is Grizzly Trail, Harker Heights, Texas 76548. And your date of birth? 03/11/'71. Let's see. Your active phone number is 325-428-8625? Yes. And the email is t- or tlynn... t- abilene. ... yeah, abilene2003@yahoo.com? Yes. You... All right. So looks like you have the free Rx, the Dis- Short Term Disability, life insurance, vision, critical illness, group accident, ID experts and the VIP Plus. Okay, and how much is that? Total is \$49.33. Okay. I don't get paid, um, until the 1st. And every week, it's how much? So it'd be \$49.33 a week. Okay. Okay, so that's going to be another week on top of that. Yes, ma'am, and if you wanted to make a direct payment, you will have to pay for the retro weeks as well, unless you start back working. Okay, retro weeks. How much is that going to be total? So it will be 49.33 times... Let's see here. Let's see. You said you don't get paid until April 1st? Yeah. One, two, three... Let's see here. 49.33 times 3... You're looking at \$147.99. Okay. All right. I will let y'all know. I'm, I'm in touch with BG Staff and trying to get an assignment right now, so I will let y'all know on the 1st. Okay. Well, was there anything else I can help you today, Miss Tanya? No. How long does it go without canceling? Four weeks. Okay. So after the fir- after the 1st, it'll be three weeks, and after the fourth... after the 1st, that next week will be four weeks, then it'll go over to COBRA. Okay. All right. Thank you. No problem, Miss Tanya. Was there anything else I can help you with today? That's it. Okay. Then if there's nothing else, thanks for trying Benefits in the Car. Hope you have a great rest of your week. Thanks. You too. Thank you.

Conversation Format

Speaker speaker_0: Thanks for calling Benefits in the Car. This is Malcolm. How can I help you?

Speaker speaker_1: Yes, this is Tanya Smallwood and I work for BG Staffing.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: Um, it says that I've missed a couple of payments due to payroll deduction, which I haven't had an assignment. Can you help me out with that?

Speaker speaker_0: So what, you wanting to make a direct payment?

Speaker speaker_1: Um, I... First of all, I didn't sign up for it. I don't know, I don't know if we're just automatically enrolled in it-

Speaker speaker_0: Okay.

Speaker speaker_1: ... but I just need to see what the amount is.

Speaker speaker_0: What staffing company do you work for?

Speaker speaker_1: BG Staffing.

Speaker speaker_0: The last four of your Social?

Speaker speaker_1: 2768.

Speaker speaker_0: First name?

Speaker speaker_1: Tanya Smallwood.

Speaker speaker_0: Tanya. For security purposes, can you verify your address and date of birth for me?

Speaker speaker_1: Uh, what they have on is 2117 is Grizzly Trail, Harker Heights, Texas 76548.

Speaker speaker_0: And your date of birth?

Speaker speaker_1: 03/11/'71.

Speaker speaker_0: Let's see. Your active phone number is 325-428-8625?

Speaker speaker_1: Yes.

Speaker speaker_0: And the email is t- or tlynn... t-

Speaker speaker_1: abilene.

Speaker speaker_0: ... yeah, abilene2003@yahoo.com?

Speaker speaker_1: Yes.

Speaker speaker_0: You... All right. So looks like you have the free Rx, the dis- Short Term Disability, life insurance, vision, critical illness, group accident, ID experts and the VIP Plus.

Speaker speaker_1: Okay, and how much is that?

Speaker speaker_0: Total is \$49.33.

Speaker speaker_1: Okay. I don't get paid, um, until the 1st. And every week, it's how much?

Speaker speaker_0: So it'd be \$49.33 a week.

Speaker speaker_1: Okay. Okay, so that's going to be another week on top of that.

Speaker speaker_0: Yes, ma'am, and if you wanted to make a direct payment, you will have to pay for the retro weeks as well, unless you start back working.

Speaker speaker_1: Okay, retro weeks. How much is that going to be total?

Speaker speaker_0: So it will be 49.33 times... Let's see here. Let's see. You said you don't get paid until April 1st?

Speaker speaker_1: Yeah.

Speaker speaker_0: One, two, three... Let's see here. 49.33 times 3... You're looking at \$147.99.

Speaker speaker_1: Okay. All right. I will let y'all know. I'm, I'm in touch with BG Staff and trying to get an assignment right now, so I will let y'all know on the 1st.

Speaker speaker_0: Okay. Well, was there anything else I can help you today, Miss Tanya?

Speaker speaker_1: No. How long does it go without canceling?

Speaker speaker_0: Four weeks.

Speaker speaker_1: Okay.

Speaker speaker_0: So after the fir- after the 1st, it'll be three weeks, and after the fourth... after the 1st, that next week will be four weeks, then it'll go over to COBRA.

Speaker speaker_1: Okay. All right. Thank you.

Speaker speaker_0: No problem, Miss Tanya. Was there anything else I can help you with today?

Speaker speaker_1: That's it.

Speaker speaker_0: Okay. Then if there's nothing else, thanks for trying Benefits in the Car. Hope you have a great rest of your week.

Speaker speaker_1: Thanks. You too.

Speaker speaker_0: Thank you.