

Transcript: Pamela

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. This is Pamela speaking. How may I help you? Hello. I'm calling because I got a email about, um, Benefits on a Card. Told me to call you guys. Okay. So we are the administrator for health insurance for different staffing agency. Um, what's the name of the temp agency you work for? This is On Track Staffing. Okay. So On Track will auto enroll you if you don't decline the benefit. Yeah, it's already. It says, "Benefits in a Card has emailed you with updates on coverage through On Track Staffing." If you didn't receive it, call BIC at this number that I'm calling from 'cause I don't receive the caller. Okay. So may I have the last four digits of your Social so I can pull up your file? 8778. 8778. And your first and last name, ma'am? Kenajra Jenkins. Ms. Jenkins, for security reasons and just to make sure we are in the correct file, can you please verify your complete address and date of birth? I think I put 48 Westfield Court, Apartment 17, Clayton, Alabama 36016. Birthday 9/10/03. That's not the address we have on file. But I mean it's, it's, um, hold on. It's, it's, I think it's 70... Is it 71 Mini Ave? Union Springs, Alabama. 702? Yeah, 702 in Union Springs. I think the, uh, zip code was 36086 if I'm not mistaken. No, that... Okay. Um, we have a telephone number on file 334-839-2563. And yes, and this is my other phone number that I would like to add. All right. The one you're calling from is a good number? Yes, ma'am. Uh-huh. Would you like to change the address as well? Yes, ma'am. Let's do the change of address. Um, can you tell me the new address? 48 West Court 17- I'm sorry. You kind of... Kind of both- 48. Okay, 48. 48 Westfield Court Apartment 17. Thank you. And does this have- In Clayton, Alabama. Okay. One second. Yeah, it's not in Union Springs. It's in Clayton. All right. And the zip code? 36016. Thank you. Okay. So Ms. Jenkins, we... I see here that yes, you are enrolled but we never have received any premium from your employer through your payroll, and also your benefits are not active. That's why you haven't received any ID card. Okay. Good. Um, that's the only... That's all you needed for your benefits to start. Okay. Thank you. No problem. Thank you for giving us a call. Have a great rest of the day, ma'am. You too, ma'am. Bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benefits in a Card. This is Pamela speaking. How may I help you?

Speaker speaker_2: Hello. I'm calling because I got a email about, um, Benefits on a Card. Told me to call you guys.

Speaker speaker_1: Okay. So we are the administrator for health insurance for different staffing agency. Um, what's the name of the temp agency you work for?

Speaker speaker_2: This is On Track Staffing.

Speaker speaker_1: Okay. So On Track will auto enroll you if you don't decline the benefit.

Speaker speaker_2: Yeah, it's already. It says, "Benefits in a Card has emailed you with updates on coverage through On Track Staffing." If you didn't receive it, call BIC at this number that I'm calling from 'cause I don't receive the caller.

Speaker speaker_1: Okay. So may I have the last four digits of your Social so I can pull up your file?

Speaker speaker_2: 8778.

Speaker speaker_1: 8778. And your first and last name, ma'am?

Speaker speaker_2: Kenajra Jenkins.

Speaker speaker_1: Ms. Jenkins, for security reasons and just to make sure we are in the correct file, can you please verify your complete address and date of birth?

Speaker speaker_2: I think I put 48 Westfield Court, Apartment 17, Clayton, Alabama 36016. Birthday 9/10/03.

Speaker speaker_1: That's not the address we have on file.

Speaker speaker_2: But I mean it's, it's, um, hold on. It's, it's, I think it's 70... Is it 71 Mini Ave?

Speaker speaker_1: Union Springs, Alabama. 702?

Speaker speaker_2: Yeah, 702 in Union Springs. I think the, uh, zip code was 36086 if I'm not mistaken.

Speaker speaker_1: No, that... Okay. Um, we have a telephone number on file 334-839-2563.

Speaker speaker_2: And yes, and this is my other phone number that I would like to add.

Speaker speaker_1: All right. The one you're calling from is a good number?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Uh-huh. Would you like to change the address as well?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Let's do the change of address. Um, can you tell me the new address?

Speaker speaker_2: 48 West Court 17-

Speaker speaker_1: I'm sorry. You kind of... Kind of both-

Speaker speaker_2: 48.

Speaker speaker_1: Okay, 48.

Speaker speaker_2: 48 Westfield Court Apartment 17.

Speaker speaker_1: Thank you. And does this have-

Speaker speaker_2: In Clayton, Alabama.

Speaker speaker_1: Okay. One second.

Speaker speaker_2: Yeah, it's not in Union Springs. It's in Clayton.

Speaker speaker_1: All right. And the zip code?

Speaker speaker_2: 36016.

Speaker speaker_1: Thank you. Okay. So Ms. Jenkins, we... I see here that yes, you are enrolled but we never have received any premium from your employer through your payroll, and also your benefits are not active. That's why you haven't received any ID card.

Speaker speaker_2: Okay.

Speaker speaker_1: Good. Um, that's the only... That's all you needed for your benefits to start.

Speaker speaker_2: Okay. Thank you.

Speaker speaker_1: No problem. Thank you for giving us a call. Have a great rest of the day, ma'am.

Speaker speaker_2: You too, ma'am. Bye.