Transcript: Pamela Blanc-6042670617018368-4505016234622976

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. He's ringing again, I know it. Thank you for calling Benefits in a Card. This is Pamela speaking, how may I help you? Yeah, I just received a call from someone from this number. We are the administrator for health insurance for staffing agency. Are you currently working for staffing agency? Can-cancan you repeat what you just said to me please? Sure. We are the administrator for health insurance for staffing agency. What staffing agency is that? Well, we represent around 25 different ones. Do y- Are you currently working for one? I work for several staffing services, yes. Okay, so, um... What- what guy- what- what staffing ser- services under you guys is what I'm asking. Well, like I said, we have plenty different ones, and, um, we administrate the health insurance. If you got a call from us, either you are enrolled in the benefits with the staffing agency or the- sometimes the- the messages, they, or the call, they go out automatically because your information is already in the system, and the company, it might be on open enrollment. Um, and if you have file an application and you requested to be enrolled in the benefits and we needed more information, those are reason why we'll- we'll reach out to you. Right. Okay, and what's the name of, uh, your company again? Um, our name is, uh, Benefits in a Card. Right, okay. So, um, is it any way, uh, I can get that in an email or something? 'Cause I don't feel, uh, comfortable with, uh, disclosing that type of information over the phone. And I- I should have- Most likely, most likely if we reach out to you, you got a email from us. From- It'- Okay. ... usually come from info@benefitsinacard. And it might go to- Okay, give me one moment so I check that. Yeah, it might go to you email, I mean, I'm sorry, to a spam or junk mail. And can you repeat that name for me? What- what it say in the email again? It should say info@benefitsinacard. Okay. Info at what? Benefits in a card. It's a card? Yes, sir. Okay, yeah. I'm not seeing anything in my, um... What time was it sent? I have- I have no idea when you received it. I- Okay, I have you here. ... okay. I apologize, that is you. I get a lot of scammers calling me. A lot. I- I don't really understand, don't worry. Um... Okay. So what was the email about? It's regarding the benefits? Yeah, it's just, it's like you said, it's benefits in a card. Um, what you would like for me to read it to you? No, I- um... I mean, I s- I don't understand what you- We could look up your account and I could, then I will be able to see what was the reason of the call. If you would like to? All I need- Yeah, that's fine. ... from you will be the name of the staffing agency that you would, uh, apply to and the last- Yeah, that- ... four digits of your Social. It should say the name on the- on the email who you work for. BGSF. Okay, so that's BS Staffing. And what's the last four digits of your Social? 9834. 9-8-3-4. Your first and last name, sir? McKinzley Carey. McKinsey Carey. Thank you, Mr. Carey. For security reasons, just to make sure we are in the correct file, we need to verify your complete address and date of birth. 3/29/85. Bob Wallace, Apartment 5. And- And the city and state that you are located, sir? Montville, Alabama. Thank you for the information. Is your ZIP

code 35805? Mm-hmm, yes. And we have a phone number of 503-126-9735 and your email is your first name, your middle name, @gmail.com?Yes, ma'am. All right, so let me see what was about this. Okay. So, we processed the enrollment form that you signed and dated on the 9th of December for health benefits through BG Staffing. On the form, you wanted the life insurance for you and your child, and you did not provide your child's information. So, in order for, for us to add him- Yeah. I don't have, um... So, how will I, how will I be able to do it without her, um... I don't have all of her information. Okay. So, what we need to add her to the benefits is the first, last name, date of birth and Social Security number. Now, if you don't have the Social Security number, we could go ahead and enroll there without it, but we need the name and date of birth. Okay. Kiara Lashay Curry? Give me one second, 'cause, um, I have to change, um, that enrollment because since we- You know what? No, no, no, no, no, no, no, no, no. No, no, no, no, no, no, no, no, no. I tell you what, take her off. Just take her off, just do me. Okay. No problem. Yeah, I'll change it later as well if needed. So, you will have 30 days from your first paycheck to make any changes on the benefit. Okay. So, you still have time to do so. Yes. For now, we, we did enroll you as a employee only. The benefit starts the the Monday after we receive the first premium from your employer, then your ID card will arrive within seven to 10 days to the address that you have on file, the 3303 Bob Wallace Avenue. Yeah. And, um- Yes, yes. Okay. And if you- Can you... Can you give me... You go ahead. Go ahead, I'm listening. I wanted to know, what... Can you give me the total? Because I did everything. I did dental, uh, vision, uh, health insurance and, um, it was something else. Can you give me a total of how much would that be taking out? Okay. So, you selected pretty much- For all the insurance? ... everything that they offer, so your total will be \$34.01 every week. Okay. Okay. And you, you do, you do see where I did the dental, um, vision and health, right? Yes, you have dental, vision, health, behavioral health, group accident, critical illness, life insurance, insurance and disability with the ID- Right. ... Expert. Mm-hmm. Like I said, if you have any question, concern and you want... Or you want to make any changes, you do have 30 days from your first paycheck to do so, and you could give us a call back at this number. We're here from 8:00 AM to 8:00 PM Eastern Time, Monday through Friday. Yes, ma'am. All right. Is there anything else I could do for you, sir? Uh, no, ma'am. What was your name? Pamela. Pamela? Yes, sir. All right, you've been very helpful. Thank you so much. Thank you for giving us a call today. Have a great rest of the day, sir. You as well.

Conversation Format

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

Speaker speaker_1: He's ringing again, I know it.

Speaker speaker_2: Thank you for calling Benefits in a Card. This is Pamela speaking, how may I help you?

Speaker speaker_3: Yeah, I just received a call from someone from this number.

Speaker speaker_2: We are the administrator for health insurance for staffing agency. Are you currently working for staffing agency?

Speaker speaker_3: Can- can you repeat what you just said to me please?

Speaker speaker_2: Sure. We are the administrator for health insurance for staffing agency.

Speaker speaker_3: What staffing agency is that?

Speaker speaker_2: Well, we represent around 25 different ones. Do y- Are you currently working for one?

Speaker speaker_3: I work for several staffing services, ves.

Speaker speaker 2: Okay, so, um...

Speaker speaker_3: What- what guy- what- what staffing ser- services under you guys is what I'm asking.

Speaker speaker_2: Well, like I said, we have plenty different ones, and, um, we administrate the health insurance. If you got a call from us, either you are enrolled in the benefits with the staffing agency or the- sometimes the- the messages, they, or the call, they go out automatically because your information is already in the system, and the company, it might be on open enrollment. Um, and if you have file an application and you requested to be enrolled in the benefits and we needed more information, those are reason why we'll- we'll reach out to you.

Speaker speaker_3: Right. Okay, and what's the name of, uh, your company again?

Speaker speaker_2: Um, our name is, uh, Benefits in a Card.

Speaker speaker_3: Right, okay. So, um, is it any way, uh, I can get that in an email or something? 'Cause I don't feel, uh, comfortable with, uh, disclosing that type of information over the phone. And I- I should have-

Speaker speaker_2: Most likely, most likely if we reach out to you, you got a email from us. From- It'-

Speaker speaker_3: Okay.

Speaker speaker_2: ... usually come from info@benefitsinacard. And it might go to-

Speaker speaker_3: Okay, give me one moment so I check that.

Speaker speaker 2: Yeah, it might go to you email, I mean, I'm sorry, to a spam or junk mail.

Speaker speaker_3: And can you repeat that name for me? What- what it say in the email again?

Speaker speaker_2: It should say info@benefitsinacard.

Speaker speaker_3: Okay. Info at what?

Speaker speaker_2: Benefits in a card.

Speaker speaker_3: It's a card?

Speaker speaker_2: Yes, sir.

Speaker speaker 3: Okay, yeah. I'm not seeing anything in my, um... What time was it sent?

Speaker speaker_2: I have- I have no idea when you received it.

Speaker speaker_3: I- Okay, I have you here. ... okay. I apologize, that is you. I get a lot of scammers calling me. A lot.

Speaker speaker_2: I- I don't really understand, don't worry. Um...

Speaker speaker_3: Okay.

Speaker speaker_2: So what was the email about? It's regarding the benefits?

Speaker speaker_3: Yeah, it's just, it's like you said, it's benefits in a card. Um, what you would like for me to read it to you?

Speaker speaker_2: No, I- um...

Speaker speaker 3: I mean, I s- I don't understand what you-

Speaker speaker_2: We could look up your account and I could, then I will be able to see what was the reason of the call. If you would like to? All I need-

Speaker speaker_3: Yeah, that's fine.

Speaker speaker_2: ... from you will be the name of the staffing agency that you would, uh, apply to and the last-

Speaker speaker_3: Yeah, that-

Speaker speaker_2: ... four digits of your Social. It should say the name on the- on the email who you work for.

Speaker speaker 3: BGSF.

Speaker speaker_2: Okay, so that's BS Staffing. And what's the last four digits of your Social?

Speaker speaker_3: 9834.

Speaker speaker 2: 9-8-3-4. Your first and last name, sir?

Speaker speaker_3: McKinzley Carey.

Speaker speaker_2: McKinsey Carey. Thank you, Mr. Carey. For security reasons, just to make sure we are in the correct file, we need to verify your complete address and date of birth.

Speaker speaker_3: 3/29/85. Bob Wallace, Apartment 5.

Speaker speaker_2: And- And the city and state that you are located, sir?

Speaker speaker_3: Montville, Alabama.

Speaker speaker_2: Thank you for the information. Is your ZIP code 35805?

Speaker speaker 3: Mm-hmm, yes.

Speaker speaker_2: And we have a phone number of 503-126-9735 and your email is your first name, your middle name, @gmail.com?

Speaker speaker_3: Yes, ma'am.

Speaker speaker_2: All right, so let me see what was about this. Okay. So, we processed the enrollment form that you signed and dated on the 9th of December for health benefits through BG Staffing. On the form, you wanted the life insurance for you and your child, and you did not provide your child's information. So, in order for, for us to add him-

Speaker speaker_3: Yeah. I don't have, um... So, how will I, how will I be able to do it without her, um... I don't have all of her information.

Speaker speaker_2: Okay. So, what we need to add her to the benefits is the first, last name, date of birth and Social Security number. Now, if you don't have the Social Security number, we could go ahead and enroll there without it, but we need the name and date of birth.

Speaker speaker_3: Okay. Kiara Lashay Curry?

Speaker speaker_2: Give me one second, 'cause, um, I have to change, um, that enrollment because since we-

Speaker speaker 2: Okay. No problem.

Speaker speaker_3: Yeah, I'll change it later as well if needed.

Speaker speaker_2: So, you will have 30 days from your first paycheck to make any changes on the benefit.

Speaker speaker_3: Okay.

Speaker speaker_2: So, you still have time to do so.

Speaker speaker_3: Yes.

Speaker speaker_2: For now, we, we did enroll you as a employee only. The benefit starts the the Monday after we receive the first premium from your employer, then your ID card will arrive within seven to 10 days to the address that you have on file, the 3303 Bob Wallace Avenue.

Speaker speaker 3: Yeah.

Speaker speaker_2: And, um-

Speaker speaker_3: Yes, yes.

Speaker speaker_2: Okay. And if you-

Speaker speaker_3: Can you... Can you give me... You go ahead.

Speaker speaker_2: Go ahead, I'm listening.

Speaker speaker_3: I wanted to know, what... Can you give me the total? Because I did everything. I did dental, uh, vision, uh, health insurance and, um, it was something else. Can you give me a total of how much would that be taking out?

Speaker speaker_2: Okay. So, you selected pretty much-

Speaker speaker_3: For all the insurance?

Speaker speaker_2: ... everything that they offer, so your total will be \$34.01 every week.

Speaker speaker_3: Okay. Okay. And you, you do, you do see where I did the dental, um, vision and health, right?

Speaker speaker_2: Yes, you have dental, vision, health, behavioral health, group accident, critical illness, life insurance, insurance and disability with the ID-

Speaker speaker_3: Right.

Speaker speaker_2: ... Expert. Mm-hmm. Like I said, if you have any question, concern and you want... Or you want to make any changes, you do have 30 days from your first paycheck to do so, and you could give us a call back at this number. We're here from 8:00 AM to 8:00 PM Eastern Time, Monday through Friday.

Speaker speaker_3: Yes, ma'am.

Speaker speaker_2: All right. Is there anything else I could do for you, sir?

Speaker speaker_3: Uh, no, ma'am. What was your name?

Speaker speaker_2: Pamela.

Speaker speaker_3: Pamela?

Speaker speaker_2: Yes, sir.

Speaker speaker_3: All right, you've been very helpful. Thank you so much.

Speaker speaker_2: Thank you for giving us a call today. Have a great rest of the day, sir.

Speaker speaker_3: You as well.