

## Transcript: Pamela

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### 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- can- can 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

## Conversation Format

Speaker speaker\_1: He's ringing again, I know it.

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- 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, yes.

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\_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.