

## Transcript: Pearl

**Rojas-5009440512458752-4768232733196288**

### Full Transcript

Hi. Good morning. Thank you for calling Benefits and a Card. My name is Pearl Hey. Huda. Who would I like to speak with? Yeah, this is Allen Bray. Um, I'm calling- Mm-hmm. ... because, um, I pay for the services through my staffing company, and I never received, like, any information or number or card or anything. Okay. No worries. I can definitely assist you with that. What's the name of the staffing agency you work for? BG Staffing. BGSF. Okay. And the last four digits of your Social? 4438. Name? What's your name? Allen Bray. Okay. And if you can confirm your address and date of birth. Uh, yes. My date of birth is 05/21/97. I'm not sure what address you all have on file, um, but it should be 10305 New Hampshire Avenue, Silver Spring, Maryland 20903. I have a different address on file. Oh. Is it a Gaithersburg address? Yes. Okay. Um, let me look for it. Pause. I was gonna... Scroll. There we go. Or if you'd like, you can verify your full Social, and I can change that address for you. Yeah. 418-47-4438. Okay, do you think that new address is 10305 New Hampshire Avenue? Yes. And could you read that city and zip code for me? Let me see. Uh, Silver Spring, and the zip code is 20903. Okay. And I have your phone number as 251-32- 392-3321? Correct. And I have your email address as abray@braymedia.co? Correct. And when did you apply for benefits? Um, I want to say four months ago, three months ago. It was the... it was mid-November. Um, they had never told me that they even offered benefits, and he sent me over the, uh, thing to sign up. And that was in mid-November or early November. Okay, let me take a look here. So there's two time frames when you can enroll. You can enroll within the 30 days of receiving your first paycheck or during company open enrollment, um, which company open enrollment is from mid-August to the end of September. Um, 'cause I don't have anything on file. Oh, let me see. One second. Yeah, the only thing that I have on file for you that's recent, which was of the 9th of September of last year, was a form that you filled out. It says, "No covered issues. Not to participate." Um, but other than that, I don't have any enrollment for you. Yeah, that would be incorrect. I mean, I don't know what you're seeing on your end, but, uh, I definitely, definitely, um, signed a form. Um, and I told them specifically, because I didn't know BG was going to offer, um, insurance. And so he told me to go in the portal, and he said he received it, and he said he was going to send it over, and that was that. So, I mean... And I know I got the confirmation and everything after I resubmitted the form on the BG Staffing site, on the- So was it- ... like, portal. Was it BG's portal or was it, um, Benefits and a Card's portal where you- where you uploaded that form or where you filled out that form? No, the paperwork is with all my W2 paperwork 'cause there's- 'Cause they- I never... I've been with BG Staffing for seven years. I just moved to DC. I- I would like... I'm, like, some- between my corporate jobs, if I'm unemployed for too long, I'll go to BG Staffing and work for, like, little bit shorter period of time. So I've never needed insurance through them, and I didn't even know they offered it. I just had moved to DC in September. So they did all my pa-

paperwork, and they transferred it. I was in Atlanta. So he said that, you know, I- he said I had to go through the portal and redo my paperwork. They had even did my W2s, which I didn't. Which, I was like, "Why is all this taxes and stuff..." Like, I had never even touched the paperwork 'cause they just transferred all the paper and then they did the stuff. So I had to go in, then I opted in for the insurance. It's like a thing. "Do you want to opt in for insurance?" And you check it off. And I had- So they had to, like, res- They had to, uh, had to allow me to fill out my- all my paper- well, like, my- my paperwork, my onboarding again. And so, all of those forms were filled out and he said, the case manager said that he received it and he was going to send it in, and that the insurance would come out of my next check. So, I mean... But I had never received any like, letter, card or information, so that's why I'm reaching out now. Okay. Um, yeah, 'cause we don't have anything on file. We don't have, um, what I'm see- what I'm, um, assuming here is that the, the portal that you went into would actually be G Staffing portal and not, uh, Benefits in a Card where we would receive the information, or we would see that you made changes to your account. Um, the only, the only thing that I can suggest is trying to get a copy of that enrollment form from your staffing agency and having it sent over to us, um, and seeing the, the time stamp from it, seeing if we can honor that enrollment. Um, because like I said, the open enrollment is only until the 29th of September, and if you enrolled mid, uh, November, you wouldn't be eligible to enroll. Um, but depending on when that timestamp is, we can possibly honor it, if you're able to get a copy of it 'cause we have nothing on file other than that de- declination on the 9th of September. Okay. I, I, I should be able to go into my portal and get a copy. Do you have a email? Yep. If you send it to [info@benefitsinacard.com](mailto:info@benefitsinacard.com). Okay. Thank you so much. No problem. And then that, that usually, from the day we receive it, it usually takes about 24 to 48 hours to process that and see if the enrollment will be honored, or what would go on from there. Once they let me know what is going to happen with that enrollment, I'll give you a call back and we can go from there. All right. Thank you. Thank you so much for calling. Um... Have a great day. Bye. Bye.

## Conversation Format

Speaker speaker\_0: Hi. Good morning. Thank you for calling Benefits and a Card. My name is Pearl

Speaker speaker\_1: Hey.

Speaker speaker\_0: Huda. Who would I like to speak with?

Speaker speaker\_1: Yeah, this is Allen Bray. Um, I'm calling-

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: ... because, um, I pay for the services through my staffing company, and I never received, like, any information or number or card or anything.

Speaker speaker\_0: Okay. No worries. I can definitely assist you with that. What's the name of the staffing agency you work for?

Speaker speaker\_1: BG Staffing. BGSF.

Speaker speaker\_0: Okay. And the last four digits of your Social?

Speaker speaker\_1: 4438.

Speaker speaker\_0: Name? What's your name?

Speaker speaker\_1: Allen Bray.

Speaker speaker\_0: Okay. And if you can confirm your address and date of birth.

Speaker speaker\_1: Uh, yes. My date of birth is 05/21/97. I'm not sure what address you all have on file, um, but it should be 10305 New Hampshire Avenue, Silver Spring, Maryland 20903.

Speaker speaker\_0: I have a different address on file.

Speaker speaker\_1: Oh. Is it a Gaithersburg address?

Speaker speaker\_0: Yes.

Speaker speaker\_1: Okay. Um, let me look for it. Pause. I was gonna... Scroll. There we go.

Speaker speaker\_0: Or if you'd like, you can verify your full Social, and I can change that address for you.

Speaker speaker\_1: Yeah. 418-47-4438.

Speaker speaker\_0: Okay, do you think that new address is 10305 New Hampshire Avenue?

Speaker speaker\_1: Yes.

Speaker speaker\_0: And could you read that city and zip code for me?

Speaker speaker\_1: Let me see. Uh, Silver Spring, and the zip code is 20903.

Speaker speaker\_0: Okay. And I have your phone number as 251-32- 392-3321?

Speaker speaker\_1: Correct.

Speaker speaker\_0: And I have your email address as abray@braymedia.co?

Speaker speaker\_1: Correct.

Speaker speaker\_0: And when did you apply for benefits?

Speaker speaker\_1: Um, I want to say four months ago, three months ago. It was the... it was mid-November. Um, they had never told me that they even offered benefits, and he sent me over the, uh, thing to sign up. And that was in mid-November or early November.

Speaker speaker\_0: Okay, let me take a look here. So there's two time frames when you can enroll. You can enroll within the 30 days of receiving your first paycheck or during company open enrollment, um, which company open enrollment is from mid-August to the end of September. Um, 'cause I don't have anything on file. Oh, let me see. One second. Yeah, the only thing that I have on file for you that's recent, which was of the 9th of September of last

year, was a form that you filled out. It says, "No covered issues. Not to participate." Um, but other than that, I don't have any enrollment for you.

Speaker speaker\_1: Yeah, that would be incorrect. I mean, I don't know what you're seeing on your end, but, uh, I definitely, definitely, um, signed a form. Um, and I told them specifically, because I didn't know BG was going to offer, um, insurance. And so he told me to go in the portal, and he said he received it, and he said he was going to send it over, and that was that. So, I mean... And I know I got the confirmation and everything after I resubmitted the form on the BG Staffing site, on the-

Speaker speaker\_0: So was it-

Speaker speaker\_1: ... like, portal.

Speaker speaker\_0: Was it BG's portal or was it, um, Benefits and a Card's portal where you- where you uploaded that form or where you filled out that form?

Speaker speaker\_1: No, the paperwork is with all my W2 paperwork 'cause there's- 'Cause they- I never... I've been with BG Staffing for seven years. I just moved to DC. I- I would like... I'm, like, some- between my corporate jobs, if I'm unemployed for too long, I'll go to BG Staffing and work for, like, little bit shorter period of time. So I've never needed insurance through them, and I didn't even know they offered it. I just had moved to DC in September. So they did all my pa- paperwork, and they transferred it. I was in Atlanta. So he said that, you know, I- he said I had to go through the portal and redo my paperwork. They had even did my W2s, which I didn't. Which, I was like, "Why is all this taxes and stuff..." Like, I had never even touched the paperwork 'cause they just transferred all the paper and then they did the stuff. So I had to go in, then I opted in for the insurance. It's like a thing. "Do you want to opt in for insurance?" And you check it off. And I had- So they had to, like, res- They had to, uh, had to allow me to fill out my- all my paper- well, like, my- my paperwork, my onboarding again. And so, all of those forms were filled out and he said, the case manager said that he received it and he was going to send it in, and that the insurance would come out of my next check. So, I mean... But I had never received any like, letter, card or information, so that's why I'm reaching out now.

Speaker speaker\_0: Okay. Um, yeah, 'cause we don't have anything on file. We don't have, um, what I'm see- what I'm, um, assuming here is that the, the portal that you went into would actually be G Staffing portal and not, uh, Benefits in a Card where we would receive the information, or we would see that you made changes to your account. Um, the only, the only thing that I can suggest is trying to get a copy of that enrollment form from your staffing agency and having it sent over to us, um, and seeing the, the time stamp from it, seeing if we can honor that enrollment. Um, because like I said, the open enrollment is only until the 29th of September, and if you enrolled mid, uh, November, you wouldn't be eligible to enroll. Um, but depending on when that timestamp is, we can possibly honor it, if you're able to get a copy of it 'cause we have nothing on file other than that de- declination on the 9th of September.

Speaker speaker\_1: Okay. I, I, I should be able to go into my portal and get a copy. Do you have a email?

Speaker speaker\_0: Yep. If you send it to [info@benefitsinacard.com](mailto:info@benefitsinacard.com).

Speaker speaker\_1: Okay. Thank you so much.

Speaker speaker\_0: No problem. And then that, that usually, from the day we receive it, it usually takes about 24 to 48 hours to process that and see if the enrollment will be honored, or what would go on from there. Once they let me know what is going to happen with that enrollment, I'll give you a call back and we can go from there.

Speaker speaker\_1: All right. Thank you.

Speaker speaker\_0: Thank you so much for calling.

Speaker speaker\_1: Um...

Speaker speaker\_0: Have a great day. Bye.

Speaker speaker\_1: Bye.