

Transcript: Pearl

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Full Transcript

Hi. I, I, I thank you for calling Benefits... My name is Pearl, who does the pleasure of speaking with? Yeah, Michael Azar. And how can I assist you? Um, is this the benefit for BGSS? It is. Okay. So, I guess I signed up for a benefit called IDX. Uh, if they send me a bill, am I supposed to be charged? How much am I being charged for this service? I'm sorry, d- who sent you a bill? IDX. IDX? Yeah. That... Yeah. What's... Um, you said you're working for BD, right? What's the last four digits of your social? Uh, 3883. And your address and date of birth? Michael Azar, 08/2019, 75151 Lycombe Avenue, Apartment Number 3335, Encino, California 91316. Okay then, your phone number is 213-248-0048? Yes. And your email address ad michaeazar18@gionacom? Correct. So... So, you said you had a bill from ID experts? Yeah, they sent me a bill that I've been charged for \$0.80 a month and I contacted them, they said that I've been charged through you guys. I don't even know how much... how much... how I even signed up and how much I'm being charged every month for this now. Well, you do have ID Experts and you're charged... being charged \$1.80 a week. Um, so that's- A week? So can you cancel, can you cancel it? Yeah, of course. You... So, are you aware that you're enrolled in a... in a couple different plans? You're enrolled in PRX Group Accident, you're enrolled in Dental, Short Term Disability, Critical Illness, Vision, ID Experts and the Behavioral Health. Okay, well, first of all, what is your website? What website are you in? What's the website I can check everything out? Um, you would go to www.mybiacgroup.com/bgsf. Uh-huh. Uh-huh. www.mybiacgroup.com/bgsf. Okay, let me log in first of all, see what I have in here. You would have to- Because this is a temp- this is a temp job, so... Um- You would have to, um, you would have to register. You would go to Enroll/Decline Coverage and register and then you'll be able to see your information. Well it says BGSS Benefits and Cost. It's Download Documents, Benefits and Cost Portal. Um, let me see the portal and roll. You're gonna... Sir, you're gonna go to where it says Enroll/Decline Coverage. One second. Let me log in first. Hold on one second. Okay, I'm there now. Where do I go now? Now you'll click on Register, or New Registration, New Register, New User, something like that on there. And you'll put in your information. Uh, uh, okay. Well, one second, one sec. It says that I've been charged \$22.39 every... every month or every week? Week. Every week. Week. Now, let me ask you something. Because this job is temporary, um, is this gonna be there until I get paid? How does this work? So, it's their weekly deductions. You'll... It'll be taken from every week while you're working with the staffing agency. After either you get hired on or you leave the staffing agency, you can continue your coverage by calling us directly and making the payment, or if you don't, it will cancel itself because you're no longer receiving paychecks from that staffing agency. I see. Okay, so leave it there for now until I figure this out. All righty then. So, B-I-A-C, BIAC Group website, correct? Is your name... your company name? Benefits and Card, yes, biac.com/bgsf. Yes. Okay, all right then. Well, thank you so much. No problem.

Thank you for calling.

Conversation Format

Speaker speaker_0: Hi. I, I, I thank you for calling Benefits... My name is Pearl, who does the pleasure of speaking with?

Speaker speaker_1: Yeah, Michael Azar.

Speaker speaker_0: And how can I assist you?

Speaker speaker_1: Um, is this the benefit for BGSS?

Speaker speaker_0: It is.

Speaker speaker_1: Okay. So, I guess I signed up for a benefit called IDX. Uh, if they send me a bill, am I supposed to be charged? How much am I being charged for this service?

Speaker speaker_0: I'm sorry, d- who sent you a bill?

Speaker speaker_1: IDX.

Speaker speaker_0: IDX?

Speaker speaker_1: Yeah.

Speaker speaker_0: That... Yeah. What's... Um, you said you're working for BD, right? What's the last four digits of your social?

Speaker speaker_1: Uh, 3883.

Speaker speaker_0: And your address and date of birth?

Speaker speaker_1: Michael Azar, 08/2019, 75151 Lycompe Avenue, Apartment Number 3335, Encino, California 91316.

Speaker speaker_0: Okay then, your phone number is 213-248-0048?

Speaker speaker_1: Yes.

Speaker speaker_0: And your email address ad michaeazar18@gionacom?

Speaker speaker_1: Correct.

Speaker speaker_0: So... So, you said you had a bill from ID experts?

Speaker speaker_1: Yeah, they sent me a bill that I've been charged for \$0.80 a month and I contacted them, they said that I've been charged through you guys. I don't even know how much... how much... how I even signed up and how much I'm being charged every month for this now.

Speaker speaker_0: Well, you do have ID Experts and you're charged... being charged \$1.80 a week. Um, so that's-

Speaker speaker_1: A week? So can you cancel, can you cancel it?

Speaker speaker_0: Yeah, of course. You... So, are you aware that you're enrolled in a... in a couple different plans? You're enrolled in PRX Group Accident, you're enrolled in Dental, Short Term Disability, Critical Illness, Vision, ID Experts and the Behavioral Health.

Speaker speaker_1: Okay, well, first of all, what is your website? What website are you in? What's the website I can check everything out?

Speaker speaker_0: Um, you would go to www.mybiacgroup.com/bgsf.

Speaker speaker_1: Uh-huh. Uh-huh. www.mybiacgroup.com/bgsf. Okay, let me log in first of all, see what I have in here.

Speaker speaker_0: You would have to-

Speaker speaker_1: Because this is a temp- this is a temp job, so... Um-

Speaker speaker_0: You would have to, um, you would have to register. You would go to Enroll/Decline Coverage and register and then you'll be able to see your information.

Speaker speaker_1: Well it says BGSS Benefits and Cost. It's Download Documents, Benefits and Cost Portal. Um, let me see the portal and roll.

Speaker speaker_0: You're gonna... Sir, you're gonna go to where it says Enroll/Decline Coverage.

Speaker speaker_1: One second. Let me log in first. Hold on one second. Okay, I'm there now. Where do I go now?

Speaker speaker_0: Now you'll click on Register, or New Registration, New Register, New User, something like that on there. And you'll put in your information.

Speaker speaker_1: Uh, uh, okay. Well, one second, one sec. It says that I've been charged \$22.39 every... every month or every week?

Speaker speaker_0: Week. Every week.

Speaker speaker_1: Week. Now, let me ask you something. Because this job is temporary, um, is this gonna be there until I get paid? How does this work?

Speaker speaker_0: So, it's their weekly deductions. You'll... It'll be taken from every week while you're working with the staffing agency. After either you get hired on or you leave the staffing agency, you can continue your coverage by calling us directly and making the payment, or if you don't, it will cancel itself because you're no longer receiving paychecks from that staffing agency.

Speaker speaker_1: I see. Okay, so leave it there for now until I figure this out.

Speaker speaker_0: All righty then.

Speaker speaker_1: So, B-I-A-C, BIAC Group website, correct? Is your name... your company name?

Speaker speaker_0: Benefits and Card, yes, biac.com/bgsf.

Speaker speaker_1: Yes. Okay, all right then. Well, thank you so much.

Speaker speaker_0: No problem. Thank you for calling.