

Transcript: Pearl

Rojas-6715006668816384-5606289718165504

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hi, good morning. Thank you for calling Benefits in a Card. My name is Pearl who else was I speaking with? Yes, ma'am. This is Kenneth Sewell. I was calling, uh, due to an insurance policy that was... I mean, yeah. Like- You're calling due to an insurance policy? Yes, ma'am. Okay. So, I work for BGSL. It's, it's not a policy for me. Y'all didn't put me on the insurance. So, it was, uh, it was a letter or something. So I called, I called maybe about a month ago. It was a letter that supposed to, supposed to come from a court order saying something about putting, uh, someone on insurance for mine. So when I called the number that y'all gave me from the court order, I found out that it was, um, it was a mistake and they supposed to sent y'all a letter to stop the, um, insurance, but y'all hasn't stopped the insurance. Okay, what's the name of the staffing agency you work for? BGSL Staffing. And the last four digits of your social security? 2095. 2095. Okay, bear with me. And your name? Kenneth Sewell. And if you can confirm your address and date of birth for me. Yes, ma'am. My address would be 649 Dale Rose Drive, 38116. And your date of birth? 04/29/1989. Okay, what's the city and state of your address? Mention Tennessee. Okay. And I have your phone number. It looks like we're missing a number. I have 901-558-98... where did- Oh, okay. The first, there, it was, there was a, there's a number that I have but it's, uh, broken at the moment. They were supposed to change their number. That's probably why it's missing a number. Okay, what is your phone number? 901-691-9872. Okay. Can I have your email address as polo2lrg@gmail.com? Yes, ma'am. All right. Let me see here. Okay, let's see. So, I'm looking at your account and we haven't received a letter of termination. You said y'all haven't? They said, they said they emailed y'all, so do I need to call and get them to send me that or resend it to y'all, or what? It needs to be resent- Because- ... to us. We haven't received anything at all. Hello? Yes, ma'am. Yeah. So why don't you give them a call and have them resend it to us, because we don't have anything on file showing that, um, that we received a termination letter? And in order for the deductions to stop, we do need that termination letter from the, the, the issuing agency. Oh, all right. I'm finna call and have them resend it. Uh, is there a specific email of some sort or particular person? Uh, you can send it to our... So they can either fax it or send it to via email, however they prefer. Um, I can give you the fax number if you'd like. Yes. Can you, uh, can you give me the fax number? Yep. It's 855- Hold on. ... 899. You said 855? Uh-huh. 899. Oh, 899. No, 855-899. Oh, okay. 855. 855-899. Uh-huh. 5709. 5709. All right. All right. All right. I will have them send it up. All right. Thank you so much for calling. You have a great day. All right.

Conversation Format

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

Speaker speaker_1: Hi, good morning. Thank you for calling Benefits in a Card. My name is Pearl who else was I speaking with?

Speaker speaker_2: Yes, ma'am. This is Kenneth Sewell. I was calling, uh, due to an insurance policy that was... I mean, yeah. Like-

Speaker speaker_1: You're calling due to an insurance policy?

Speaker speaker_2: Yes, ma'am. Okay. So, I work for BGSL. It's, it's not a policy for me. Y'all didn't put me on the insurance. So, it was, uh, it was a letter or something. So I called, I called maybe about a month ago. It was a letter that supposed to, supposed to come from a court order saying something about putting, uh, someone on insurance for mine. So when I called the number that y'all gave me from the court order, I found out that it was, um, it was a mistake and they supposed to sent y'all a letter to stop the, um, insurance, but y'all hasn't stopped the insurance.

Speaker speaker_1: Okay, what's the name of the staffing agency you work for?

Speaker speaker_2: BGSL Staffing.

Speaker speaker_1: And the last four digits of your social security?

Speaker speaker_2: 2095.

Speaker speaker_1: 2095. Okay, bear with me. And your name?

Speaker speaker_2: Kenneth Sewell.

Speaker speaker_1: And if you can confirm your address and date of birth for me.

Speaker speaker_2: Yes, ma'am. My address would be 649 Dale Rose Drive, 38116.

Speaker speaker_1: And your date of birth?

Speaker speaker_2: 04/29/1989.

Speaker speaker_1: Okay, what's the city and state of your address?

Speaker speaker_2: Mention Tennessee.

Speaker speaker_1: Okay. And I have your phone number. It looks like we're missing a number. I have 901-558-98... where did-

Speaker speaker_2: Oh, okay. The first, there, it was, there was a, there's a number that I have but it's, uh, broken at the moment. They were supposed to change their number. That's probably why it's missing a number.

Speaker speaker_1: Okay, what is your phone number?

Speaker speaker_2: 901-691-9872.

Speaker speaker_1: Okay. Can I have your email address as polo2lrg@gmail.com?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: All right. Let me see here. Okay, let's see. So, I'm looking at your account and we haven't received a letter of termination.

Speaker speaker_2: You said y'all haven't? They said, they said they emailed y'all, so do I need to call and get them to send me that or resend it to y'all, or what?

Speaker speaker_1: It needs to be resent-

Speaker speaker_2: Because-

Speaker speaker_1: ... to us. We haven't received anything at all. Hello?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Yeah. So why don't you give them a call and have them resend it to us, because we don't have anything on file showing that, um, that we received a termination letter? And in order for the deductions to stop, we do need that termination letter from the, the, the issuing agency.

Speaker speaker_2: Oh, all right. I'm finna call and have them resend it. Uh, is there a specific email of some sort or particular person?

Speaker speaker_1: Uh, you can send it to our... So they can either fax it or send it to via email, however they prefer. Um, I can give you the fax number if you'd like.

Speaker speaker_2: Yes. Can you, uh, can you give me the fax number?

Speaker speaker_1: Yep. It's 855-

Speaker speaker_2: Hold on.

Speaker speaker_1: ... 899.

Speaker speaker_2: You said 855?

Speaker speaker_1: Uh-huh. 899.

Speaker speaker_2: Oh, 899.

Speaker speaker_1: No, 855-899.

Speaker speaker_2: Oh, okay. 855. 855-899.

Speaker speaker_1: Uh-huh. 5709.

Speaker speaker_2: 5709. All right. All right. All right. I will have them send it up.

Speaker speaker_1: All right. Thank you so much for calling. You have a great day.

Speaker speaker_2: All right.