

Transcript: Estefania

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Full Transcript

Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? Hi, Stephanie. My name is Johnny St. Holly. I'm calling for, uh, Ludalin Gagier. She used to work for you guys. She's looking for her tax paper for her to do tax. You guys have not sent that to her yet. So we don't take care of that. She would have to speak to her staffing agency. We only enroll members into the healthcare benefits and provide information regarding the healthcare benefits that the staffing agency offers. We don't do, um- Okay. ... tax stuff. Um, do you have a number for us to call because she's looking all over- No, sir. So we administrate different agencies and I don't... We don't have those phone numbers on hand. Um, but I do know she does have to reach out to her staffing agency. Yeah, because we, we just... She was just looking, looking and she found this number. That's the number she come up with, and then I- Mm-hmm. ... and I said, "Let me call this number for her since she, she won't know how to speak the language really well," so. Oh, no. Yeah, we're just the healthcare administrators for the staffing agencies. Unfortunately, we don't work in those agencies. Okay. Okay. Well, thank you very much. Have a very nice day. Thank you. You, too. All right. Bye-bye. Bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you?

Speaker speaker_1: Hi, Stephanie. My name is Johnny St. Holly. I'm calling for, uh, Ludalin Gagier. She used to work for you guys. She's looking for her tax paper for her to do tax. You guys have not sent that to her yet.

Speaker speaker_0: So we don't take care of that. She would have to speak to her staffing agency. We only enroll members into the healthcare benefits and provide information regarding the healthcare benefits that the staffing agency offers. We don't do, um-

Speaker speaker_1: Okay.

Speaker speaker_0: ... tax stuff.

Speaker speaker_1: Um, do you have a number for us to call because she's looking all over-

Speaker speaker_0: No, sir. So we administrate different agencies and I don't... We don't have those phone numbers on hand. Um, but I do know she does have to reach out to her

staffing agency.

Speaker speaker_1: Yeah, because we, we just... She was just looking, looking and she found this number. That's the number she come up with, and then I-

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: ... and I said, "Let me call this number for her since she, she won't know how to speak the language really well," so.

Speaker speaker_0: Oh, no. Yeah, we're just the healthcare administrators for the staffing agencies. Unfortunately, we don't work in those agencies.

Speaker speaker_1: Okay. Okay. Well, thank you very much. Have a very nice day.

Speaker speaker_0: Thank you. You, too.

Speaker speaker_1: All right. Bye-bye.

Speaker speaker_0: Bye.