

## Transcript: Justin

**Mills-6528322703671296-4860805409095680**

### Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card. This is Justin. How can I help you today? Uh, good morning, Justin. I'm calling to, uh, see exactly what is Benefit on a Card. I don't fully understand on, uh, on the internet, uh, what it's about. Yeah, um, so us at Benefits on a Card, we're the benefit administrators for staffing agencies, so we deal with their health insurance that's offered- Okay. ... through staffing agencies. Okay. Well, I, I'm interested in, uh, finding a coverage for my son that works for a staffing agency. Okay. Uh, well, is your son nearby so I can speak with him? No. Do you need to speak with him for me? Well, he asked me to, uh, inquiry because I'm a better understanding. I told him eventually he would probably have to, um, you know, you guys will probably have to talk to him. But I- Yeah. ... want to know what ki- what kind of coverage does a, a benefit of the card, um, Benefit in a Card have? Um, so depending on the staffing agency he works for, there are different medical plans that's offered, like, um- Okay. ... plans that cover hospitals, doctors, medications, stuff that cover preventative healthcare services, um, dental, vision, short-term disability, stuff like that. But regarding enrolling, um, he would actually need to call us, um, but I can possibly email you a benefit guide if you know that staffing agency he works for. Okay. Ye- yes. Uh, that'd be wonderful 'cause he just asked. He's shy and don't really, you know, uh, di- didn't understand it, so, uh, he asked me to call. Okay. Mm-hmm. Uh, the staffing agency is the Hospitality Staffing Solutions. Okay. So let's see here. Um... Reno, Nevada. Yeah. Okay. Mm-hmm. And do you have a good email I could send this benefit guide to? Yes, sir. It's Yvette, spelled with a Y, Y-Go ahead. ... V as in Victor, E-T-T-E, Williams, W-I-L-L-I-A-M-S, Jones, J-O-N-E-S @gmail.com. ... @gmail. And just to confirm, Yvette, Y-V-E-T-T-E, Williams, W-I-L-L-I-A-M-S, Jones, J-O-N-E-S @gmail? Yes. Okay. So the email you should- Now- Now... Okay, now you're going to email me a what? A, a benefits guide? Correct. Okay. E- e- exactly what is that? It's going to say more than the internet, right? Correct. So this is what shows- Okay. ... what's offered through HSS, like what plans are offered, how much they are, how much the insurance carrier will pay for things, stuff like that. Wonderful. Wonderful. Wonderful. Okay. Well, thank you. Thank you very much. You're welcome. The email that you should be looking out for is coming from info, that's I-N-F-O, @benefitsandcard.com, okay? Okay. Well, thank you. Thank you again very much. I'll go over it. You have a great day, okay? All right. Okay. Bye-bye. All right. Bye-bye.

### Conversation Format

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Thank you for calling Benefits on a Card. This is Justin. How can I help you today?

Speaker speaker\_2: Uh, good morning, Justin. I'm calling to, uh, see exactly what is Benefit on a Card. I don't fully understand on, uh, on the internet, uh, what it's about.

Speaker speaker\_1: Yeah, um, so us at Benefits on a Card, we're the benefit administrators for staffing agencies, so we deal with their health insurance that's offered-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... through staffing agencies.

Speaker speaker\_2: Okay. Well, I, I'm interested in, uh, finding a coverage for my son that works for a staffing agency.

Speaker speaker\_1: Okay. Uh, well, is your son nearby so I can speak with him?

Speaker speaker\_2: No. Do you need to speak with him for me? Well, he asked me to, uh, inquiry because I'm a better understanding. I told him eventually he would probably have to, um, you know, you guys will probably have to talk to him. But I-

Speaker speaker\_1: Yeah.

Speaker speaker\_2: ... want to know what ki- what kind of coverage does a, a benefit of the card, um, Benefit in a Card have?

Speaker speaker\_1: Um, so depending on the staffing agency he works for, there are different medical plans that's offered, like, um-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... plans that cover hospitals, doctors, medications, stuff that cover preventative healthcare services, um, dental, vision, short-term disability, stuff like that. But regarding enrolling, um, he would actually need to call us, um, but I can possibly email you a benefit guide if you know that staffing agency he works for.

Speaker speaker\_2: Okay. Ye- yes. Uh, that'd be wonderful 'cause he just asked. He's shy and don't really, you know, uh, di- didn't understand it, so, uh, he asked me to call. Okay.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_2: Uh, the staffing agency is the Hospitality Staffing Solutions.

Speaker speaker\_1: Okay. So let's see here. Um...

Speaker speaker\_2: Reno, Nevada.

Speaker speaker\_1: Yeah. Okay.

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: And do you have a good email I could send this benefit guide to?

Speaker speaker\_2: Yes, sir. It's Yvette, spelled with a Y, Y-

Speaker speaker\_1: Go ahead.

Speaker speaker\_2: ... V as in Victor, E-T-T-E, Williams, W-I-L-L-I-A-M-S, Jones, J-O-N-E-S @gmail.com.

Speaker speaker\_1: ... @gmail. And just to confirm, Yvette, Y-V-E-T-T-E, Williams, W-I-L-L-I-A-M-S, Jones, J-O-N-E-S @gmail?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Okay. So the email you should-

Speaker speaker\_2: Now- Now... Okay, now you're going to email me a what? A, a benefits guide?

Speaker speaker\_1: Correct.

Speaker speaker\_2: Okay. E- e- exactly what is that? It's going to say more than the internet, right?

Speaker speaker\_1: Correct. So this is what shows-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... what's offered through HSS, like what plans are offered, how much they are, how much the insurance carrier will pay for things, stuff like that.

Speaker speaker\_2: Wonderful. Wonderful. Wonderful. Okay. Well, thank you. Thank you very much.

Speaker speaker\_1: You're welcome. The email that you should be looking out for is coming from info, that's I-N-F-O, @benefitsandcard.com, okay?

Speaker speaker\_2: Okay. Well, thank you. Thank you again very much. I'll go over it.

Speaker speaker\_1: You have a great day, okay?

Speaker speaker\_2: All right. Okay. Bye-bye.

Speaker speaker\_1: All right. Bye-bye.