

## **Transcript: Pamela**

**Blanc-4669761717846016-5147017611362304**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. ... for calling Benefit Center Card, this is Pamela speaking. How may I help you? Yes. Is this the co- is this the, um, department for WEX Benefit Card? We are the administrator for health insurance, ma'am. Oh, okay. Well, y'all set up my health insurance. Okay. Well, I need to check and see if my card is still good. For the, uh, you still currently working for the staffing agency? Um, I'm working for Novant and I get it through Novant every year. It's, um... Yeah. Oh, dear. Okay. Do y'all have a benefit card? I don't believe so. And it's called WEX, W-X. No. What we do, our name is Benefit Center Card. So what we do is health insurance. Okay. I got this through my health insurance on my job. Okay. We don't, I don't think... And what's the name of the staffing agency, ma'am? It's through Novant Health. I got it through Novant Health, but it's through, uh, it's through my health insurance. It's like a, it's a Fibe card. I understand, but- FFA card. Uh, no. We do not provide FFA services, ma'am. Okay. Thank you. No problem.

### **Conversation Format**

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

Speaker speaker\_1: ... for calling Benefit Center Card, this is Pamela speaking. How may I help you?

Speaker speaker\_2: Yes. Is this the co- is this the, um, department for WEX Benefit Card?

Speaker speaker\_1: We are the administrator for health insurance, ma'am.

Speaker speaker\_2: Oh, okay. Well, y'all set up my health insurance. Okay. Well, I need to check and see if my card is still good.

Speaker speaker\_1: For the, uh, you still currently working for the staffing agency?

Speaker speaker\_2: Um, I'm working for Novant and I get it through Novant every year. It's, um... Yeah.

Speaker speaker\_1: Oh, dear.

Speaker speaker\_2: Okay. Do y'all have a benefit card?

Speaker speaker\_1: I don't believe so.

Speaker speaker\_2: And it's called WEX, W-X.

Speaker speaker\_1: No. What we do, our name is Benefit Center Card. So what we do is health insurance.

Speaker speaker\_2: Okay. I got this through my health insurance on my job.

Speaker speaker\_1: Okay. We don't, I don't think... And what's the name of the staffing agency, ma'am?

Speaker speaker\_2: It's through Novant Health. I got it through Novant Health, but it's through, uh, it's through my health insurance. It's like a, it's a Fibe card.

Speaker speaker\_1: I understand, but-

Speaker speaker\_2: FFA card.

Speaker speaker\_1: Uh, no. We do not provide FFA services, ma'am.

Speaker speaker\_2: Okay. Thank you.

Speaker speaker\_1: No problem.