

Transcript: Sara

Marulanda-5895026724782080-5582964333166592

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. My name is Sarah. May I have your name, please? Good morning. My name is Rodney. Yes, sir. How may I help you? I, I called for, for some information about my, m- Rapid, uh, Card. Because since now I just don't have my... I can't set up my, uh, the application on my phone. Okay. Um, when you say application, can I explain? We are the healthcare administrators for staffing companies, I mean, many different staffing companies. What kind of application are you talking about? Oh, okay. Um, I am... Yes, I'm using, I'm using, um, my Rapid... my PreCard, Rapid PreCard, and I tried to apply... I tried to download the app on my phone, but I can't set it up. That's why usually I call to know about my account balance. Okay. RapidCard is like the card that you use to get paid? Yes. The, the card the company pays you weekly? Exactly. Okay. In that case, you need to contact your employer, like the staffing company that you are working with. We are in charge only of the healthcare coverage, like insurance. Hmm. Okay. Okay, okay. Thank you. Sorry about that. No, it's okay. Don't worry about it. Uh, is there anything else that I can help you with? No. All right, sir. So have a wonderful day, and thank you for calling Benefits in a Card. Thank you. You're welcome. Bye-bye. Bye-bye.

Conversation Format

Speaker None: Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. My name is Sarah. May I have your name, please? Good morning. My name is Rodney. Yes, sir. How may I help you? I, I called for, for some information about my, m- Rapid, uh, Card. Because since now I just don't have my... I can't set up my, uh, the application on my phone. Okay. Um, when you say application, can I explain? We are the healthcare administrators for staffing companies, I mean, many different staffing companies. What kind of application are you talking about? Oh, okay. Um, I am... Yes, I'm using, I'm using, um, my Rapid... my PreCard, Rapid PreCard, and I tried to apply... I tried to download the app on my phone, but I can't set it up. That's why usually I call to know about my account balance. Okay. RapidCard is like the card that you use to get paid? Yes. The, the card the company pays you weekly? Exactly. Okay. In that case, you need to contact your employer, like the staffing company that you are working with. We are in charge only of the healthcare coverage, like insurance. Hmm. Okay. Okay, okay. Thank you. Sorry about that. No, it's okay. Don't worry about it. Uh, is there anything else that I can help you with? No. All right, sir. So have a wonderful day, and thank you for calling Benefits in a Card. Thank you. You're welcome. Bye-bye. Bye-bye.