

## **Transcript: VICTORIA**

**Taylor-4530489498484736-6620305778229248**

### **Full Transcript**

Your call is being monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Yeah, I received a message from the Partners. They told me... I don't know what that means though. So they just, uh... Early I talked to someone about, uh, the job. They, they... The job is done. The season's done. So, so I don't know what that... The last message they sent it to me. It like, it said I'm not gonna pay this week or if I have to wait for 30 days to get paid. Okay, so this is for medical insurance if you happen to work through a staffing agency. Is it medical insurance? Yes, this is for the medical insurance being offered through a staffing agency. Oh, okay. Uh, th- this- You said you received a message from us? Yeah, yeah. I used to work with Partners. And then they say you have 30 days from your first paycheck to call in and benefits call PIC. That- Okay. You said you, you worked through Partners. Do you currently still work with them? No, I, I didn't. I still work with them because they say anytime they have like anything for me, they let me know. But, you know, the season, I'll, I'll be... I will, I will still work into and make money. The season's done now and they call me and they say I don't have to go anymore, so anytime they have another thing for me, so they're gonna let me know. Okay, yeah. So again, we just administer medical insurance for Partners Personnel. Um, as a new hire, you have 30 days from the date of your first check to get enrolled into Benefits if you're interested. Oh, th- you don't have nothing to do with my last paycheck? Sir, we don't handle anything to do with pay. This is just for medical insurance. Oh, okay, okay. I understand. That's another. Uh, no problem. All right, thank you. You're welcome. Have a good day. You too, ma'am. Thank you. Bye-bye.

### **Conversation Format**

Speaker speaker\_0: Your call is being monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Yeah, I received a message from the Partners. They told me... I don't know what that means though. So they just, uh... Early I talked to someone about, uh, the job. They, they... The job is done. The season's done. So, so I don't know what that... The last message they sent it to me. It like, it said I'm not gonna pay this week or if I have to wait for 30 days to get paid. Okay, so this is for medical insurance if you happen to work through a staffing agency. Is it medical insurance? Yes, this is for the medical insurance being offered through a staffing agency. Oh, okay. Uh, th- this- You said you received a message from us? Yeah, yeah. I used to work with Partners. And then they say you have 30 days from your first paycheck to call in

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