

Transcript: VICTORIA

Taylor-4744212421591040-4605163325145088

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for benefits on a card. This is Victoria. How can I help you? Hi. Um, I work for Terra Staffing Group. I was just trying to log into the mybenefitsinacard.com. I already have an account but I don't really remember my password and I need to re-enroll. Uh, would you be able to help me do that today? Um, I wouldn't be able to, like, uh, get you into the account online. There should be an option, like if you forgot your password, to reset it. But I can make any changes that you need to the enrollment over the phone. Oh, okay. Uh, one second. Sorry. Oh, there's the password. Okay. Nevermind. Um, so I guess I got in. Um, so just to enroll. Um... Okay, so I just fill this out and I'm good to go then? That's correct, yes. Sorry, I, I was able to get into the website. Um... um, so I guess... Uh-huh. So I guess my question is, um- I'm not really sure how it looks like. That's okay. Um. Yeah. I guess I'm just asking if, it, it says to select each plan basically. If you're doing employee only, is that coming out of the paycheck? Do you know? No. If not, that's okay. Yeah, you pay for all the plans. Well, I, I'm asking if it, like, automatically comes out before I'm even paid, if that makes sense. Nevermind. That's okay. Um, okay. Nevermind, I got in. Thank you. So, um... okay. Do you have any other questions? Uh, no. If not I'll call back Monday, thank you. You're welcome. Bye-bye. Okay. Bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for benefits on a card. This is Victoria. How can I help you?

Speaker speaker_2: Hi. Um, I work for Terra Staffing Group. I was just trying to log into the mybenefitsinacard.com. I already have an account but I don't really remember my password and I need to re-enroll. Uh, would you be able to help me do that today?

Speaker speaker_1: Um, I wouldn't be able to, like, uh, get you into the account online. There should be an option, like if you forgot your password, to reset it. But I can make any changes that you need to the enrollment over the phone.

Speaker speaker_2: Oh, okay. Uh, one second. Sorry. Oh, there's the password. Okay. Nevermind. Um, so I guess I got in. Um, so just to enroll. Um... Okay, so I just fill this out and I'm good to go then?

Speaker speaker_1: That's correct, yes.

Speaker speaker_2: Sorry, I, I was able to get into the website. Um... um, so I guess...

Speaker speaker_1: Uh-huh.

Speaker speaker_2: So I guess my question is, um-

Speaker speaker_1: I'm not really sure how it looks like.

Speaker speaker_2: That's okay. Um.

Speaker speaker_1: Yeah.

Speaker speaker_2: I guess I'm just asking if, it, it says to select each plan basically. If you're doing employee only, is that coming out of the paycheck? Do you know?

Speaker speaker_1: No.

Speaker speaker_2: If not, that's okay.

Speaker speaker_1: Yeah, you pay for all the plans.

Speaker speaker_2: Well, I, I'm asking if it, like, automatically comes out before I'm even paid, if that makes sense. Nevermind. That's okay. Um, okay. Nevermind, I got in. Thank you.

Speaker speaker_1: So, um... okay. Do you have any other questions?

Speaker speaker_2: Uh, no. If not I'll call back Monday, thank you.

Speaker speaker_1: You're welcome. Bye-bye.

Speaker speaker_2: Okay. Bye.