

Transcript: VICTORIA

Taylor-4819608977588224-6370361076662272

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on Accard. This is Victoria. How can I help you? I don't know. I got a call saying, "Call this number." Okay, um- Or I got a text saying, "Call." Gotcha. So we administer medical insurance if you happen to work through, like, a staffing or temp agency. Yeah, I work for, uh, Personnel Partners. Partners Personnel? Yes, ma'am. Okay, are you a new hire with them? I've been working there almost a month now. Okay. Um, so we typically give you, uh, 30 days from the date of your first check to get enrolled into the medical insurance. Um, so that's probably why - So it'll be next week. ... I was just letting you know that you're eligible. Okay, I think it's next week. Okay. Are you wanting to get enrolled, or did you have any questions? No, ma'am. I'm en- I'm go- I'm gonna enroll. I'm sorry? Yes, ma'am. I'm not gonna enroll. You're not going to enroll? I am. Oh, okay. Well, um, I mean, if you want me to go ahead and get you enrolled, we can do that, or you can call us back. Uh, whatever you, you need. However. Whatever the hell you want to do. You want me to call back or you want me to do it now? That's completely up to you. Do you know the... what you're wanting to enroll into specifically? Like, what plans? No, ma'am. I ain't seen them. Okay. Um, so I can email you a copy of the benefits guide, which will, like, go over all the plans being offered, what they cover and how much they cost, so you can look over that first. Mm-hmm. Um, and then once you know specifically what you want to enroll into, you can call us back from there. Okay. Would be easy enough just to do that, too. Uh... Uh, let's go rickyhughes32g-rickyhughes32@gmail.com. Rickyhughes32@gmail.com? Yes, ma'am. Okay. I'll send that information to you there, um, and then, like I said, once you know what specific plans, just call us back and we can enroll you over the phone. Okay. All right. Do you need help with anything else? No, ma'am. All right. You have a wonderful day. You, too. Thank you. Bye-bye. 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 Accard. This is Victoria. How can I help you?

Speaker speaker_2: I don't know. I got a call saying, "Call this number."

Speaker speaker_1: Okay, um-

Speaker speaker_2: Or I got a text saying, "Call."

Speaker speaker_1: Gotcha. So we administer medical insurance if you happen to work through, like, a staffing or temp agency.

Speaker speaker_2: Yeah, I work for, uh, Personnel Partners.

Speaker speaker_1: Partners Personnel?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Okay, are you a new hire with them?

Speaker speaker_2: I've been working there almost a month now.

Speaker speaker_1: Okay. Um, so we typically give you, uh, 30 days from the date of your first check to get enrolled into the medical insurance. Um, so that's probably why -

Speaker speaker_2: So it'll be next week.

Speaker speaker_1: ... I was just letting you know that you're eligible.

Speaker speaker_2: Okay, I think it's next week.

Speaker speaker_1: Okay. Are you wanting to get enrolled, or did you have any questions?

Speaker speaker_2: No, ma'am. I'm en- I'm go- I'm gonna enroll.

Speaker speaker_1: I'm sorry?

Speaker speaker_2: Yes, ma'am. I'm not gonna enroll.

Speaker speaker_1: You're not going to enroll?

Speaker speaker_2: I am.

Speaker speaker_1: Oh, okay. Well, um, I mean, if you want me to go ahead and get you enrolled, we can do that, or you can call us back. Uh, whatever you, you need.

Speaker speaker_2: However. Whatever the hell you want to do. You want me to call back or you want me to do it now?

Speaker speaker_1: That's completely up to you. Do you know the... what you're wanting to enroll into specifically? Like, what plans?

Speaker speaker_2: No, ma'am. I ain't seen them.

Speaker speaker_1: Okay. Um, so I can email you a copy of the benefits guide, which will, like, go over all the plans being offered, what they cover and how much they cost, so you can look over that first.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Um, and then once you know specifically what you want to enroll into, you can call us back from there.

Speaker speaker_2: Okay.

Speaker speaker_1: Would be easy enough just to do that, too.

Speaker speaker_2: Uh... Uh, let's go rickyhughes32g- rickyhughes32@gmail.com.

Speaker speaker_1: Rickyhughes32@gmail.com?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Okay. I'll send that information to you there, um, and then, like I said, once you know what specific plans, just call us back and we can enroll you over the phone.

Speaker speaker_2: Okay.

Speaker speaker_1: All righty. Do you need help with anything else?

Speaker speaker_2: No, ma'am.

Speaker speaker_1: All righty. You have a wonderful day.

Speaker speaker_2: You, too.

Speaker speaker_1: Thank you. Bye-bye.

Speaker speaker_2: Bye. Bye.