

## **Transcript: VICTORIA**

**Taylor-5140570328317952-5496291096051712**

### **Full Transcript**

Thank you for calling Benefits in a Car. This is Victoria. How can I help you? Uh, yes, I got the text message, uh, because I started working at HG Staffing. Is this about medical? Yes, this is for medic- Okay. Um, what do I need to do to get the information? Okay. Um, I can send you a copy of the, uh, benefits guide to your email. Okay. Uh, I, I usually do everything by regular mail. I don't do a lotta email stuff. Oh, okay. Yeah, I don't have a way to send the benefits guide by mail. Just by email. Oh. Um, I do have an email you can send it to, and I'll have to have my daughter check it. Okay. Okay, it's rreed72066@gmail.com. So rreed72066@gmail? Yes. Okay. And it's HG Staffing that you're with? Yes, ma'am. Okay. Now, are you a new hire with them? Um, I've been working for 'em for two weeks. Okay. So, they typically give you 30 days from the date of your first check to get enrolled. Mm-hmm. Uh, so whenever you know exactly what you're wanting to enroll into, you can just call us back and we can get you enrolled over the phone. Yeah, I got my first check, so, um, that's why I guess I got that, that, uh, text message. Okay. Yeah. I was just letting you know that you have 30 days from the date of that check to get enrolled. Oh, okay. All right. All righty. Yes, ma'am. Do you need help with anything else? Nope, that's it. Thank you. You're welcome. Mm, bye-bye.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits in a Car. This is Victoria. How can I help you?

Speaker speaker\_1: Uh, yes, I got the text message, uh, because I started working at HG Staffing. Is this about medical?

Speaker speaker\_0: Yes, this is for medic-

Speaker speaker\_1: Okay. Um, what do I need to do to get the information?

Speaker speaker\_0: Okay. Um, I can send you a copy of the, uh, benefits guide to your email.

Speaker speaker\_1: Okay. Uh, I, I usually do everything by regular mail. I don't do a lotta email stuff.

Speaker speaker\_0: Oh, okay. Yeah, I don't have a way to send the benefits guide by mail. Just by email.

Speaker speaker\_1: Oh. Um, I do have an email you can send it to, and I'll have to have my daughter check it.

Speaker speaker\_0: Okay.

Speaker speaker\_1: Okay, it's rreed72066@gmail.com.

Speaker speaker\_0: So rreed72066@gmail?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay. And it's HG Staffing that you're with?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: Okay. Now, are you a new hire with them?

Speaker speaker\_1: Um, I've been working for 'em for two weeks.

Speaker speaker\_0: Okay. So, they typically give you 30 days from the date of your first check to get enrolled.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: Uh, so whenever you know exactly what you're wanting to enroll into, you can just call us back and we can get you enrolled over the phone.

Speaker speaker\_1: Yeah, I got my first check, so, um, that's why I guess I got that, that, uh, text message.

Speaker speaker\_0: Okay. Yeah. I was just letting you know that you have 30 days from the date of that check to get enrolled.

Speaker speaker\_1: Oh, okay.

Speaker speaker\_0: All right.

Speaker speaker\_1: All righty.

Speaker speaker\_0: Yes, ma'am. Do you need help with anything else?

Speaker speaker\_1: Nope, that's it. Thank you.

Speaker speaker\_0: You're welcome.

Speaker speaker\_1: Mm, bye-bye.