

Transcript: VICTORIA

Taylor-5205236579090432-6734522733608960

Full Transcript

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Uh, good afternoon. I got an email about Benefits on a Card, uh, to my email and it's something I didn't sign up for, and I got another one from, uh, my son who's, like, also not in my life. So I'm trying to understand what's going on. Okay. What's the name of the agency you work for? I don't work for an agency. I'm a person. Like, this, this just came to my personal email. Okay. So we administer medical insurance for people that work through a staffing or a temp agency. Correct. And it's something that I shouldn't have signed up for. And, uh... So when you said, like, an agency, um- What is the name of the agency- I had- ... you work through? I work for WABSEC. That's why I'm saying I don't... It shouldn't... It shouldn't be coming. Okay. So I'm, I'm trying to... The reason why I'm asking that is 'cause I would... That's why I need to pull up your file. But if you don't work through a staffing or a temp agency, then you would not be enrolled into benefits. So, this is kind of why I am calling because this is what I'm kind of seeing. So I'll, uh... Okay. I'll, uh, I'll try to, I'll try to, I'll try to figure something else out. I, I greatly appreciate you. Thank you.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits on a Card. This is Victoria. How can I help you?

Speaker speaker_1: Uh, good afternoon. I got an email about Benefits on a Card, uh, to my email and it's something I didn't sign up for, and I got another one from, uh, my son who's, like, also not in my life. So I'm trying to understand what's going on.

Speaker speaker_0: Okay. What's the name of the agency you work for?

Speaker speaker_1: I don't work for an agency. I'm a person. Like, this, this just came to my personal email.

Speaker speaker_0: Okay. So we administer medical insurance for people that work through a staffing or a temp agency.

Speaker speaker_1: Correct. And it's something that I shouldn't have signed up for. And, uh... So when you said, like, an agency, um-

Speaker speaker_0: What is the name of the agency-

Speaker speaker_1: I had-

Speaker speaker_0: ... you work through?

Speaker speaker_1: I work for WABSEC. That's why I'm saying I don't... It shouldn't... It shouldn't be coming.

Speaker speaker_0: Okay. So I'm, I'm trying to... The reason why I'm asking that is 'cause I would... That's why I need to pull up your file. But if you don't work through a staffing or a temp agency, then you would not be enrolled into benefits.

Speaker speaker_1: So, this is kind of why I am calling because this is what I'm kind of seeing. So I'll, uh... Okay. I'll, uh, I'll try to, I'll try to, I'll try to figure something else out. I, I greatly appreciate you. Thank you.