

Transcript: VICTORIA

Taylor-5310394309591040-5033135514370048

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Yeah. Somebody just called this phone number just a few minutes ago and I was wantin' to find out what was, what the f- what it was about. Just wondering who you was looking for. Okay. Um, I'm not specifically sure who they may have been looking for. This is, what we do here is this is, uh, for medical insurance if you work through, like, a staffing or a temp agency. Uh, did they not leave a voicemail? No. I was, I was in Walmart. I was busy checking out, so I hung up. Okay. Do you work through a staffing or a temp agency? Yeah. I work through different ones trying to get me jobs. Okay. Yeah, 'cause we also work for multiple staffing agencies across the state, so offhand I don't know. Um, I, I don't know what they may have been calling about. Typically, when you call in, you just let us know who you work for, um, and then we're able to pull up your file from there. But either way- Yeah. ... like I said, this is for the medical insurance that we offer. Um, yeah. I'm, I'm in, I'm in with Surge Staffing, uh, People Ready, Morales, First Call, Express. I'm in their all, I'm in all their systems. Okay. So I know we work for both Morales and we work for Surge. Um, let me see. I know- I'll say my name... My name is, I'll say my name is Kevin Cress. Okay. Let me... How do you spell your last name? C-R-E-S-S. Okay. So I believe it would have been for Morales. Okay. Um, so I know they are currently in open enrollment, uh, for their medical insurance up until the 31st of this month. So if you're interested in getting enrolled into the benefits, you have until then to do so. That's probably what the message was about. Oh. Yeah. Just right now I'm not working. I've been calling every one of 'em. They keep telling me they don't have nothing and, yeah, I'm out of work. I'm trying to get back to work. Okay. Yeah, unfortunately I don't have information on the job assignments, but, um, like I said, this is just for the medical insurance if you're interested. Okay. All right. I figured I'd call us back and see what it was about. All right. Do you need help with anything else? No. That'll be all. All right. You have a wonderful day. All right. You, too. Bye. Thank you. 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 a Card. This is Victoria. How can I help you?

Speaker speaker_2: Yeah. Somebody just called this phone number just a few minutes ago and I was wantin' to find out what was, what the f- what it was about. Just wondering who you was looking for.

Speaker speaker_1: Okay. Um, I'm not specifically sure who they may have been looking for. This is, what we do here is this is, uh, for medical insurance if you work through, like, a staffing or a temp agency. Uh, did they not leave a voicemail?

Speaker speaker_2: No. I was, I was in Walmart. I was busy checking out, so I hung up.

Speaker speaker_1: Okay. Do you work through a staffing or a temp agency?

Speaker speaker_2: Yeah. I work through different ones trying to get me jobs.

Speaker speaker_1: Okay. Yeah, 'cause we also work for multiple staffing agencies across the state, so offhand I don't know. Um, I, I don't know what they may have been calling about. Typically, when you call in, you just let us know who you work for, um, and then we're able to pull up your file from there. But either way-

Speaker speaker_2: Yeah.

Speaker speaker_1: ... like I said, this is for the medical insurance that we offer.

Speaker speaker_2: Um, yeah. I'm, I'm in, I'm in with Surge Staffing, uh, People Ready, Morales, First Call, Express. I'm in their all, I'm in all their systems.

Speaker speaker_1: Okay. So I know we work for both Morales and we work for Surge. Um, let me see. I know-

Speaker speaker_2: I'll say my name... My name is, I'll say my name is Kevin Cress.

Speaker speaker_1: Okay. Let me... How do you spell your last name?

Speaker speaker_2: C-R-E-S-S.

Speaker speaker_1: Okay. So I believe it would have been for Morales.

Speaker speaker_2: Okay.

Speaker speaker_1: Um, so I know they are currently in open enrollment, uh, for their medical insurance up until the 31st of this month. So if you're interested in getting enrolled into the benefits, you have until then to do so. That's probably what the message was about.

Speaker speaker_2: Oh. Yeah. Just right now I'm not working. I've been calling every one of 'em. They keep telling me they don't have nothing and, yeah, I'm out of work. I'm trying to get back to work.

Speaker speaker_1: Okay. Yeah, unfortunately I don't have information on the job assignments, but, um, like I said, this is just for the medical insurance if you're interested.

Speaker speaker_2: Okay. All right. I figured I'd call us back and see what it was about.

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

Speaker speaker_2: No. That'll be all.

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

Speaker speaker_2: All right. You, too. Bye.

Speaker speaker_1: Thank you. Bye-bye.