

Transcript: VICTORIA

Taylor-5333258514251776-6221279241486336

Full Transcript

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Hey, I was told to call by, I think his name is JR from Partners Personnel. Okay. Are you trying to get enrolled into benefits? No, he, he said, uh... Or may- maybe he didn't mean to send it to me, but he said, "Please call the number for a follow-up." And he said, "Please let me know when you have made contact with the nurse tri- with, with the nurse tri- triad..." Triage or triage or something like that. Okay. Do you have a virtual appointment? Uh, no, ma'am. Hmm. Well, I'm- I'm gonna ask him why, why he sent me that and then... He probably didn't mean to. Yeah, uh, 'cause we're, we're... Here at Benefits on a Card, we're benefits administrators, so we just administer the medical insurance being offered through the staffing agency. I, I'm not sure why you were sent that information. I mean, I, I... Do you think it's 'cause I, I cut myself during work? Isn't that right? I have, I have no idea. We don't have anything to do with, like, work-related accidents. This is just for the medical insurance being offered through the staffing agency. Oh, okay. Well, I, I'll talk to them. All right. Thank you, ma'am. You have a good one. You too. Bye-bye. Bye-bye.

Conversation Format

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

Speaker speaker_1: Hey, I was told to call by, I think his name is JR from Partners Personnel.

Speaker speaker_0: Okay. Are you trying to get enrolled into benefits?

Speaker speaker_1: No, he, he said, uh... Or may- maybe he didn't mean to send it to me, but he said, "Please call the number for a follow-up." And he said, "Please let me know when you have made contact with the nurse tri- with, with the nurse tri- triad..." Triage or triage or something like that.

Speaker speaker_0: Okay. Do you have a virtual appointment?

Speaker speaker_1: Uh, no, ma'am. Hmm. Well, I'm- I'm gonna ask him why, why he sent me that and then... He probably didn't mean to.

Speaker speaker_0: Yeah, uh, 'cause we're, we're... Here at Benefits on a Card, we're benefits administrators, so we just administer the medical insurance being offered through the staffing agency. I, I'm not sure why you were sent that information.

Speaker speaker_1: I mean, I, I... Do you think it's 'cause I, I cut myself during work? Isn't that right?

Speaker speaker_0: I have, I have no idea. We don't have anything to do with, like, work-related accidents. This is just for the medical insurance being offered through the staffing agency.

Speaker speaker_1: Oh, okay. Well, I, I'll talk to them. All right. Thank you, ma'am. You have a good one.

Speaker speaker_0: You too.

Speaker speaker_1: Bye-bye.

Speaker speaker_0: Bye-bye.