

## **Transcript: VICTORIA**

**Taylor-5378569657827328-5847903249285120**

### **Full Transcript**

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? I don't know. What is this? I got four, three missed calls back-to-back to y'all. I'm trying to figure this is. Okay. Um, so we administer medical insurance if you happen to work through, like, a staffing or a temp agency. Oh, okay. Y'all do it for the kids too? Yeah. I mean, if you want to get coverage for you and your children, you can do that as well. What's the name of the, uh, agency you work through? Um, I think Skilled Solutions. Would it be, um... Would it be Superior Skill Trades? Superior Skill Trades, yes. Okay. Um, if you'd like, I can send you an email with a copy of the benefits guide. It'll pretty much go over all the plans we offer, what they c-... you know, what they cover and how much they cost. Yeah. Could you please? Sure. Give me just one second. What would be a, uh, good email address to send that to? Um, hold on. Okay. I'm sorry. I work overnight. Um- You're fine. ... Smith... Smith, S-M-I-T-H. Howard, H-O-W-A-R-D. The letter J. 1513@gmail.com. Okay. With the M-I-S-S? Um, no. And then- Smith- Smith the last name. Smith. Oh. S- S-M-I-T-H. Gotcha. Sorry about that. And then howardj1513@gmail.com? Yes. Okay. And are you a new hire with them? Yeah. I've probably been here maybe a month and a half. Just that. Okay. Uh, the only reason why I ask is 'cause typically with new hires, they, uh, give you about 30 days from the date of your first paycheck to get enrolled into benefits. But also, I know that their open enrollment is actually gonna end on the end of May, the 30th of May. Um, so you would have until then... technically have until the 30th of May to get enrolled. So if you see anything that you're interested in, just call us back. But I will go ahead and send the, uh, benefits guide to your email. All right. Thank you. You're welcome. You have a wonderful day. Have a good rest of your day. Thank you. Bye-bye. Mm.

### **Conversation Format**

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

Speaker speaker\_1: I don't know. What is this? I got four, three missed calls back-to-back to y'all. I'm trying to figure this is.

Speaker speaker\_0: Okay. Um, so we administer medical insurance if you happen to work through, like, a staffing or a temp agency.

Speaker speaker\_1: Oh, okay. Y'all do it for the kids too?

Speaker speaker\_0: Yeah. I mean, if you want to get coverage for you and your children, you can do that as well. What's the name of the, uh, agency you work through?

Speaker speaker\_1: Um, I think Skilled Solutions.

Speaker speaker\_0: Would it be, um... Would it be Superior Skill Trades?

Speaker speaker\_1: Superior Skill Trades, yes.

Speaker speaker\_0: Okay. Um, if you'd like, I can send you an email with a copy of the benefits guide. It'll pretty much go over all the plans we offer, what they c-... you know, what they cover and how much they cost.

Speaker speaker\_1: Yeah. Could you please?

Speaker speaker\_0: Sure. Give me just one second. What would be a, uh, good email address to send that to?

Speaker speaker\_1: Um, hold on.

Speaker speaker\_0: Okay.

Speaker speaker\_1: I'm sorry. I work overnight. Um-

Speaker speaker\_0: You're fine.

Speaker speaker\_1: ... Smith... Smith, S-M-I-T-H. Howard, H-O-W-A-R-D. The letter J. 1513@gmail.com.

Speaker speaker\_0: Okay. With the M-I-S-S?

Speaker speaker\_1: Um, no.

Speaker speaker\_0: And then-

Speaker speaker\_1: Smith- Smith the last name. Smith.

Speaker speaker\_0: Oh.

Speaker speaker\_1: S- S-M-I-T-H.

Speaker speaker\_0: Gotcha. Sorry about that. And then howardj1513@gmail.com?

Speaker speaker\_1: Yes.

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

Speaker speaker\_1: Yeah. I've probably been here maybe a month and a half. Just that.

Speaker speaker\_0: Okay. Uh, the only reason why I ask is 'cause typically with new hires, they, uh, give you about 30 days from the date of your first paycheck to get enrolled into benefits. But also, I know that their open enrollment is actually gonna end on the end of May, the 30th of May. Um, so you would have until then... technically have until the 30th of May to get enrolled. So if you see anything that you're interested in, just call us back. But I will go

ahead and send the, uh, benefits guide to your email.

Speaker speaker\_1: All right. Thank you.

Speaker speaker\_0: You're welcome. You have a wonderful day.

Speaker speaker\_1: Have a good rest of your day.

Speaker speaker\_0: Thank you. Bye-bye.

Speaker speaker\_1: Mm.