

Transcript: VICTORIA

Taylor-5413360158326784-6224082698190848

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on Accord. This is Victoria. How can I help you? Hi, Victoria. I just got a check from you guys about my paycheck, even though it goes through my bank and it's gotta be pulled? Okay, sir. I- This is not for your paycheck, this is for medical insurance if you work through ... Oh, medical insurance? Yeah. Okay. Um, how does that work? Um, are you a new hire, and what's the name of the agency you work through? Uh, yes, I'm the new hire. Uh, the agency, I... not really sure right now. I'm really at work right now. Okay. Um, so I would need to know the name of the agency you work through. We work for multiple staffing agencies, but typically, once you get hired on with an agency- Oh. ... um... Right now, I'm at Terra. Terra? Yeah, Terra, right now. Okay. Terra Staffing? Yes. Gotcha. Yeah, so you typically get your first check, get enrolled into benefits. Um... Mm-hmm. I mean, if you'd like, I can send you a copy of the benefits guide to an email address. That way you can look over the different medical plans being offered. Okay. What would be a good email to send that to? Um, spelt lowercase... Uh, norgy0248, spelt lowercase N-O-R-G-Y, 0248@gmail.com. Okay. Go ahead and send the benefits guide to your email. It will, uh, go over all the plans being offered, what they cover and how much they cost. So if you see- Uh- ... anything that you're interested in enrolling into, you can just call us back from there, and just keep in mind, like I said, you have 30 days from the date of your first check to, uh, get enrolled. Okay. Yes, sir. Was there anything else you might need help with? No, that's all. All righty. You have a wonderful day. You too. 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 Accord. This is Victoria. How can I help you?

Speaker speaker_2: Hi, Victoria. I just got a check from you guys about my paycheck, even though it goes through my bank and it's gotta be pulled?

Speaker speaker_1: Okay, sir.

Speaker speaker_2: I-

Speaker speaker_1: This is not for your paycheck, this is for medical insurance if you work through ...

Speaker speaker_3: Oh, medical insurance?

Speaker speaker_1: Yeah.

Speaker speaker_2: Okay. Um, how does that work?

Speaker speaker_1: Um, are you a new hire, and what's the name of the agency you work through?

Speaker speaker_2: Uh, yes, I'm the new hire. Uh, the agency, I... not really sure right now. I'm really at work right now.

Speaker speaker_1: Okay. Um, so I would need to know the name of the agency you work through. We work for multiple staffing agencies, but typically, once you get hired on with an agency-

Speaker speaker_2: Oh.

Speaker speaker_1: ... um...

Speaker speaker_2: Right now, I'm at Terra.

Speaker speaker_1: Terra?

Speaker speaker_2: Yeah, Terra, right now.

Speaker speaker_1: Okay. Terra Staffing?

Speaker speaker_2: Yes.

Speaker speaker_1: Gotcha. Yeah, so you typically get your first check, get enrolled into benefits. Um...

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: I mean, if you'd like, I can send you a copy of the benefits guide to an email address. That way you can look over the different medical plans being offered.

Speaker speaker_2: Okay.

Speaker speaker_1: What would be a good email to send that to?

Speaker speaker_2: Um, spelt lowercase... Uh, norgy0248, spelt lowercase N-O-R-G-Y, 0248@gmail.com.

Speaker speaker_1: Okay. Go ahead and send the benefits guide to your email. It will, uh, go over all the plans being offered, what they cover and how much they cost. So if you see-

Speaker speaker_2: Uh-

Speaker speaker_1: ... anything that you're interested in enrolling into, you can just call us back from there, and just keep in mind, like I said, you have 30 days from the date of your first check to, uh, get enrolled.

Speaker speaker_2: Okay.

Speaker speaker_1: Yes, sir. Was there anything else you might need help with?

Speaker speaker_2: No, that's all.

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

Speaker speaker_2: You too.

Speaker speaker_1: Thank you. Bye-bye.