

## Transcript: VICTORIA

**Taylor-5734770599575552-5178006170812416**

### Full Transcript

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Yes. Um, I am with a temp agency, and I signed up for Benefits on a Card, and they said you guys would be calling me, but I miss a lot of calls while I'm at work. So I just didn't know if I could set up a time to talk to somebody or what I need to do. Um, we don't really have, like, appointments that you can set up- Okay. ... um, yeah. We're open- Do you guys leave voicemails? Yes. If we- Can you hear me? ... if we call you, we would leave a voicemail if we're able to. Um, and we're also open Monday through Friday, 8:00 AM to 8:00 PM, so you can just call us whenever. But, um, is there something that I can help with? Well, I just wondered, like, when my benefits will start and what I can... like, I just need to get signed up for it basically. I told my temp agency that's what I want, so now I need to get signed up and find out what's involved. Okay. What's the name of the agency you work for? Associated Staffing. Okay. And the last four of your social? 7399. Have you received your first paycheck yet? I will on the 7th of March. Okay, 'cause I don't even have a file for you in the system. Okay. And did you fill out an enrollment form requesting coverage? Um, all that the temp agency gave me was a form that said, "Do you want Benefits on a Card or do you not?" And I checked yes, but that was all they gave me. So is there something else I should be getting from them? Um, I would assume they should give you a copy of the benefits guide and an actual enrollment form. Um... Okay. I'm not too sure how that works. Okay. They might just tell you to contact us. The reason why I'm asking- Okay. ... is because if you didn't actually select to enroll into anything, um, I mean, I, I would assume that- Sure. ... they would just tell you to call us. So what I'll do is I'm going to... if you have a good email, I can send you a copy of the benefits guide. Okay. Um, the benefits guide will go over all the plans being offered, what they cover, how much they cost, and then- Okay. ... once you make a decision from there you can just call us back to enroll over the phone. Okay, perfect. Thank you. Yeah, 'cause the people I've been trying to talk to at the temp agency haven't been super helpful and I haven't had time to actually go in to see if there's anything else I need. Okay. And what would be a good email to send that to? It's B-M-G-I-D-R-E-A-L at yahoo.com. Just going to break something. Stop. All right. Let me just make sure I got that right. B as in boy, M as in Mary, G-I-D as in dog, E-R-A-L at yahoo.com? It's actually, um, G-I-B as in boy R-E-A-L at yahoo.com. Okay. So B as in boy, M as in Mary, G-I-B as in boy, R-E-A-L at Yahoo? Yes. Okay. All righty. I will go ahead and send that information to your email. And then like I said, once you know, uh, what plans to enroll into just call us back and we'll go from there. Okay. Perfect. Thanks for your help. I appreciate it. Yes, ma'am. You have a wonderful day. You too. Bye. 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: Yes. Um, I am with a temp agency, and I signed up for Benefits on a Card, and they said you guys would be calling me, but I miss a lot of calls while I'm at work. So I just didn't know if I could set up a time to talk to somebody or what I need to do.

Speaker speaker\_0: Um, we don't really have, like, appointments that you can set up-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... um, yeah. We're open-

Speaker speaker\_1: Do you guys leave voicemails?

Speaker speaker\_0: Yes. If we-

Speaker speaker\_1: Can you hear me?

Speaker speaker\_0: ... if we call you, we would leave a voicemail if we're able to. Um, and we're also open Monday through Friday, 8:00 AM to 8:00 PM, so you can just call us whenever. But, um, is there something that I can help with?

Speaker speaker\_1: Well, I just wondered, like, when my benefits will start and what I can... like, I just need to get signed up for it basically. I told my temp agency that's what I want, so now I need to get signed up and find out what's involved.

Speaker speaker\_0: Okay. What's the name of the agency you work for?

Speaker speaker\_1: Associated Staffing.

Speaker speaker\_0: Okay. And the last four of your social?

Speaker speaker\_1: 7399.

Speaker speaker\_0: Have you received your first paycheck yet?

Speaker speaker\_1: I will on the 7th of March.

Speaker speaker\_0: Okay, 'cause I don't even have a file for you in the system.

Speaker speaker\_1: Okay.

Speaker speaker\_0: And did you fill out a enrollment form requesting coverage?

Speaker speaker\_1: Um, all that the temp agency gave me was a form that said, "Do you want Benefits on a Card or do you not?" And I checked yes, but that was all they gave me. So is there something else I should be getting from them?

Speaker speaker\_0: Um, I would assume they should give you a copy of the benefits guide and an actual enrollment form. Um...

Speaker speaker\_1: Okay.

Speaker speaker\_0: I'm not too sure how that works.

Speaker speaker\_1: Okay.

Speaker speaker\_0: They might just tell you to contact us. The reason why I'm asking-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... is because if you didn't actually select to enroll into anything, um, I mean, I, I would assume that-

Speaker speaker\_1: Sure.

Speaker speaker\_0: ... they would just tell you to call us. So what I'll do is I'm going to... if you have a good email, I can send you a copy of the benefits guide.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Um, the benefits guide will go over all the plans being offered, what they cover, how much they cost, and then-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... once you make a decision from there you can just call us back to enroll over the phone.

Speaker speaker\_1: Okay, perfect. Thank you. Yeah, 'cause the people I've been trying to talk to at the temp agency haven't been super helpful and I haven't had time to actually go in to see if there's anything else I need.

Speaker speaker\_0: Okay. And what would be a good email to send that to?

Speaker speaker\_1: It's B-M-G-I-D-R-E-A-L at yahoo.com. Just going to break something. Stop.

Speaker speaker\_0: All right. Let me just make sure I got that right. B as in boy, M as in Mary, G-I-D as in dog, E-R-A-L at yahoo.com?

Speaker speaker\_1: It's actually, um, G-I-B as in boy R-E-A-L at yahoo.com.

Speaker speaker\_0: Okay. So B as in boy, M as in Mary, G-I-B as in boy, R-E-A-L at Yahoo?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay. All righty. I will go ahead and send that information to your email. And then like I said, once you know, uh, what plans to enroll into just call us back and we'll go from there.

Speaker speaker\_1: Okay. Perfect. Thanks for your help. I appreciate it.

Speaker speaker\_0: Yes, ma'am. You have a wonderful day.

Speaker speaker\_1: You too. Bye.

Speaker speaker\_0: Thank you.