

Transcript: VICTORIA

Taylor-5988854877437952-5918110592057344

Full Transcript

Thank you for calling Benefits and a Card. This is Victoria. How can I help you? Um, I had received a message, a text message saying congrats for my, getting my job with HD Staffing, to call about Benefits and a Card. Okay. Yeah, so we administer the medical insurance that they offer. Oh, okay. Yep. So if you're a new hire with them, they typically give you 30 days from the date of your first check to get enrolled. Oh, okay. Oh, I thought that, um, I thought, well, see, when I done the application and everything and filled out all my paperwork and everything, I thought that, I remember filling out what, uh, I wanted on the in- on the insurance thing too. Okay. Did they not turn that in? I have to do it, I have to do it again on the phone with you? No. So the message that you got is sent to all new hires, so it's not necessarily specific to you. If you filled out a enrollment form, yes, we would have received it by them or from them, I should say. Oh. Okay. Yeah. Yeah, the text message is just sent out to all new hires with HD Staffing. Some people don't sign up for it right away. So it's just a reminder text message. Oh, okay. Well, thank you, ma'am. You're welcome. Did you have any other questions for me? No, ma'am. That's it. All right. You have a wonderful day. You too, sweetheart. Bye.

Conversation Format

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

Speaker speaker_1: Um, I had received a message, a text message saying congrats for my, getting my job with HD Staffing, to call about Benefits and a Card.

Speaker speaker_0: Okay. Yeah, so we administer the medical insurance that they offer.

Speaker speaker_1: Oh, okay.

Speaker speaker_0: Yep. So if you're a new hire with them, they typically give you 30 days from the date of your first check to get enrolled.

Speaker speaker_1: Oh, okay. Oh, I thought that, um, I thought, well, see, when I done the application and everything and filled out all my paperwork and everything, I thought that, I remember filling out what, uh, I wanted on the in- on the insurance thing too.

Speaker speaker_0: Okay.

Speaker speaker_1: Did they not turn that in? I have to do it, I have to do it again on the phone with you?

Speaker speaker_0: No. So the message that you got is sent to all new hires, so it's not necessarily specific to you. If you filled out a enrollment form, yes, we would have received it by them or from them, I should say.

Speaker speaker_1: Oh. Okay.

Speaker speaker_0: Yeah. Yeah, the text message is just sent out to all new hires with HD Staffing. Some people don't sign up for it right away. So it's just a reminder text message.

Speaker speaker_1: Oh, okay. Well, thank you, ma'am.

Speaker speaker_0: You're welcome. Did you have any other questions for me?

Speaker speaker_1: No, ma'am. That's it.

Speaker speaker_0: All right. You have a wonderful day.

Speaker speaker_1: You too, sweetheart. Bye.