

## **Transcript: VICTORIA**

**Taylor-6126239659114496-5563385704923136**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card, this is Victoria. How can I help you? Hi, Victoria. Um, I'm just trying to activate my account to get my benefits. Um, but when I... 'Cause I got, I received the email, so I, I have the email right here. But when I click on activate your account today, it say, um, "Additional information is required to continue activation. Please contact member service." And there is this number, so that's why I'm calling you. Okay. What's- So- ... the name of the agency you work for? Um, give me a second. The Apartment Management Consultants, LLC. Is that the name of the staffing agency you're working through? Uh, this is the... I mean, it's, it's not even staffing. I work directly for, uh, apartment management, and they... I used to roll with them. So the name of the, the, the, the management is Apartment Management Consultants, LLC. Okay. So we administer medical insurance if you work through a staffing or a temp agency. Hmm. That's weird. Okay. No, imagine, I will, I will try to contact them, but, you know, like, they, they... Uh. Okay. Let me call my company in and see, you know, what's going on, 'cause this is the e-mail that they sent me and that's the phone number that I have right here, you know? Yes. So I'm- Yeah, I'm just... I'm not aware of us working with an Apartment Management Consultants. Okay. To my knowledge, it's, it's mainly staffing and temp agencies that we work with. Okay. That's fine, no problem then. Uh, let me figure it out what's going on and, uh, if in case it's just calling, uh, uh, staffing, I will call you back. Okay. Okay, thank you so much. You're welcome. Bye-bye. 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 a Card, this is Victoria. How can I help you?

Speaker speaker\_2: Hi, Victoria. Um, I'm just trying to activate my account to get my benefits. Um, but when I... 'Cause I got, I received the email, so I, I have the email right here. But when I click on activate your account today, it say, um, "Additional information is required to continue activation. Please contact member service." And there is this number, so that's why I'm calling you.

Speaker speaker\_1: Okay. What's-

Speaker speaker\_2: So-

Speaker speaker\_1: ... the name of the agency you work for?

Speaker speaker\_2: Um, give me a second. The Apartment Management Consultants, LLC.

Speaker speaker\_1: Is that the name of the staffing agency you're working through?

Speaker speaker\_2: Uh, this is the... I mean, it's, it's not even staffing. I work directly for, uh, apartment management, and they... I used to roll with them. So the name of the, the, the, the management is Apartment Management Consultants, LLC.

Speaker speaker\_1: Okay. So we administer medical insurance if you work through a staffing or a temp agency.

Speaker speaker\_2: Hmm. That's weird. Okay. No, imagine, I will, I will try to contact them, but, you know, like, they, they... Uh.

Speaker speaker\_1: Okay.

Speaker speaker\_2: Let me call my company in and see, you know, what's going on, 'cause this is the e-mail that they sent me and that's the phone number that I have right here, you know? Yes. So I'm-

Speaker speaker\_1: Yeah, I'm just... I'm not aware of us working with an Apartment Management Consultants.

Speaker speaker\_2: Okay.

Speaker speaker\_1: To my knowledge, it's, it's mainly staffing and temp agencies that we work with.

Speaker speaker\_2: Okay. That's fine, no problem then. Uh, let me figure it out what's going on and, uh, if in case it's just calling, uh, uh, staffing, I will call you back.

Speaker speaker\_1: Okay.

Speaker speaker\_2: Okay, thank you so much.

Speaker speaker\_1: You're welcome. Bye-bye.

Speaker speaker\_2: Bye-bye.