

## **Transcript: VICTORIA**

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### **Full Transcript**

Thank you for calling Benefits on a Card. This is Victoria. How- Hello? Hello? Uh, you're breaking up on me. Hi. How can I help you? Hi. Uh, I am an employee- Can you hear me? ... with... Yeah. Can you hear me? Yes, I can hear you. Can you hear me? Yes. I think we might have delay in the phone call. Okay. Should I call back? You can or I can continue to talk to you. It's up to you. I can hear you just fine. There's just a delay, so what, what I'm saying, you, you get a few minutes later. A few minutes? That could be difficult. Um, well, I'm just trying to sign up for my benefits. Okay. What's the name of the agency you work for? Verstela. V-E-R-S-T-E-L-A. And the last four of your Social? 9078. And your first and last name? Patrick Beach. Okay. Do you mind verifying your address and date of birth? Uh, yeah. My personal address is 537 Gardens Court in Eerie, Colorado and DOB is 10/09/69. Phone number 303-819-1671? Correct. And then email is, uh, patrickjbeach@gmail.com? Correct. Okay. Do you know specifically what you're wanting to enroll into? I've received absolutely no information, so I, I have no clue what I'm signing up for. I'd love to... Is there a website? Is there an app? Is there any information I can look at and make selections, or how does it work? So, what I can do is I can send you a copy of the benefits guide for all the plans- Okay. I heard you said- ... and what they cover and how much they cost. Yeah, that'd be great. And then is there a website that I can just sign up, or how does that work? Um, let me double check. I know for sure that you can just call us back and sign up, but let me see if there is a website. Give me one second. Okay. Yeah, so you can either, you know, uh, call us with a form from your employer and fill that out, or you can go online. Um, it looks like the website would be... Let me get back to that page. Uh, the website is gonna be, um, [www.mybiac.com/terastaffing](http://www.mybiac.com/terastaffing). All right. Try that out. Okay. Download documents. Member log in. I'm guessing that's what I want to do. And- When you enroll, um, just hit the option for enroll, decline coverage, not the member log in. Yeah. Most of that broke up. I'm sorry. Uh, enroll/decline coverage I think is what you're probably saying, but it wants me to log in. Do I register here? Yeah. If you, if you don't have an account, then you would do the, uh, registration process there. All right. Well, I will gi- I should be able to complete that by myself, right? Yes, sir. Okay. Great. I will give that a shot, and I'll call you back if I have any problems. Thank you very much. Okay. You're welcome. And I am, uh, sending that benefits guide to your email now. Wonderful. Thank you very much. You're welcome. Have a good day. Okay. You too. Mm- Bye bye.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits on a Card. This is Victoria. How- Hello?

Speaker speaker\_1: Hello? Uh, you're breaking up on me.

Speaker speaker\_0: Hi. How can I help you?

Speaker speaker\_1: Hi. Uh, I am an employee-

Speaker speaker\_0: Can you hear me?

Speaker speaker\_1: ... with... Yeah. Can you hear me? Yes, I can hear you. Can you hear me?

Speaker speaker\_0: Yes. I think we might have delay in the phone call.

Speaker speaker\_1: Okay. Should I call back?

Speaker speaker\_0: You can or I can continue to talk to you. It's up to you. I can hear you just fine. There's just a delay, so what, what I'm saying, you, you get a few minutes later.

Speaker speaker\_1: A few minutes? That could be difficult. Um, well, I'm just trying to sign up for my benefits.

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

Speaker speaker\_1: Verstela. V-E-R-S-T-E-L-A.

Speaker speaker\_0: And the last four of your Social?

Speaker speaker\_1: 9078.

Speaker speaker\_0: And your first and last name?

Speaker speaker\_1: Patrick Beach.

Speaker speaker\_0: Okay. Do you mind verifying your address and date of birth?

Speaker speaker\_1: Uh, yeah. My personal address is 537 Gardens Court in Eerie, Colorado and DOB is 10/09/69.

Speaker speaker\_0: Phone number 303-819-1671?

Speaker speaker\_1: Correct.

Speaker speaker\_0: And then email is, uh, patrickjbeach@gmail.com?

Speaker speaker\_1: Correct.

Speaker speaker\_0: Okay. Do you know specifically what you're wanting to enroll into?

Speaker speaker\_1: I've received absolutely no information, so I, I have no clue what I'm signing up for. I'd love to... Is there a website? Is there an app? Is there any information I can look at and make selections, or how does it work?

Speaker speaker\_0: So, what I can do is I can send you a copy of the benefits guide for all the plans-

Speaker speaker\_1: Okay. I heard you said-

Speaker speaker\_0: ... and what they cover and how much they cost.

Speaker speaker\_1: Yeah, that'd be great. And then is there a website that I can just sign up, or how does that work?

Speaker speaker\_0: Um, let me double check. I know for sure that you can just call us back and sign up, but let me see if there is a website. Give me one second. Okay. Yeah, so you can either, you know, uh, call us with a form from your employer and fill that out, or you can go online. Um, it looks like the website would be... Let me get back to that page. Uh, the website is gonna be, um, [www.mybiac.com/terastaffing](http://www.mybiac.com/terastaffing).

Speaker speaker\_1: All right. Try that out. Okay. Download documents. Member log in. I'm guessing that's what I want to do. And-

Speaker speaker\_0: When you enroll, um, just hit the option for enroll, decline coverage, not the member log in.

Speaker speaker\_1: Yeah. Most of that broke up. I'm sorry. Uh, enroll/decline coverage I think is what you're probably saying, but it wants me to log in. Do I register here?

Speaker speaker\_0: Yeah. If you, if you don't have an account, then you would do the, uh, registration process there.

Speaker speaker\_1: All right. Well, I will gi- I should be able to complete that by myself, right?

Speaker speaker\_0: Yes, sir.

Speaker speaker\_1: Okay. Great. I will give that a shot, and I'll call you back if I have any problems. Thank you very much.

Speaker speaker\_0: Okay. You're welcome. And I am, uh, sending that benefits guide to your email now.

Speaker speaker\_1: Wonderful. Thank you very much.

Speaker speaker\_0: You're welcome. Have a good day.

Speaker speaker\_1: Okay. You too. Mm- Bye bye.