

Transcript: VICTORIA

Taylor-6269184267206656-6503964359475200

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? Yeah. Hi. Um, I'm calling you to see if I can change my primary care, um, provider because I'm moving. Okay. Um, are you enrolled into benefits with us? Yeah. Is this I'm Better? I'm sorry? Is this I'm Better? I'm not aware of who that is. This is Benefits on a Card. Benefits on a Card? That's the name of the insurance? No, ma'am. That's the name of our company. We're benefits administrators if you work through like a staffing or temp agency. Oh, okay. Oh, I'm sorry. Wrong number. Sorry. That's fine. All right. 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: Yeah. Hi. Um, I'm calling you to see if I can change my primary care, um, provider because I'm moving.

Speaker speaker_1: Okay. Um, are you enrolled into benefits with us?

Speaker speaker_2: Yeah. Is this I'm Better?

Speaker speaker_1: I'm sorry?

Speaker speaker_2: Is this I'm Better?

Speaker speaker_1: I'm not aware of who that is. This is Benefits on a Card.

Speaker speaker_2: Benefits on a Card? That's the name of the insurance?

Speaker speaker_1: No, ma'am. That's the name of our company. We're benefits administrators if you work through like a staffing or temp agency.

Speaker speaker_2: Oh, okay. Oh, I'm sorry. Wrong number. Sorry.

Speaker speaker_1: That's fine.

Speaker speaker_2: All right.

Speaker speaker_1: Bye-bye.