

## **Transcript: VICTORIA**

**Taylor-6609249725530112-5469090728591360**

### **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? What is Benefits on the Card? Uh, Benefits on a Card, we're benefits administered for staffing agencies, so this would be for the medical insurance they offer. Oh, okay. So I work for, um, Care Builders ATC out of Midland, Michigan. Okay. What kind of insurance... I mean, I, I looked into it, but it doesn't... or it's not really telling me what it covers. Okay. Um, are you a new hire with them, or w- would you- No, uh-uh. No, I've been with them for six years. Okay. Um, so I can send you a copy of the benefits guide. Uh, it goes over, like, all the plans they offer, what they cover and how much they cost. Yeah, please. Okay. Give me just one second. And you said it's ATC, correct? Yeah, ATC Care Builders. Okay. All right, who would be a good email to send that to? It's suerico15@gmail.com. Do you mind spelling that out for me? It's S-U-E-R-I-C-O 15, 1-5, @gmail.com. Okay, so S-U-E-R-I-C-K-O 15 at gmail.com? No, put the R-I... There is no K. It's just R-I-C-O. Okay, sorry about that. So S-U-E-R-I-C-O15@gmail.com. Yes. Okay. All right. I will go ahead and send that to your email. And, um, was there anything else you might need help with? Um, no. Okay. You have a wonderful day. You too. Thank you.

### **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: What is Benefits on the Card?

Speaker speaker\_1: Uh, Benefits on a Card, we're benefits administered for staffing agencies, so this would be for the medical insurance they offer.

Speaker speaker\_2: Oh, okay. So I work for, um, Care Builders ATC out of Midland, Michigan.

Speaker speaker\_1: Okay.

Speaker speaker\_2: What kind of insurance... I mean, I, I looked into it, but it doesn't... or it's not really telling me what it covers.

Speaker speaker\_1: Okay. Um, are you a new hire with them, or w- would you-

Speaker speaker\_2: No, uh-uh. No, I've been with them for six years.

Speaker speaker\_1: Okay. Um, so I can send you a copy of the benefits guide. Uh, it goes over, like, all the plans they offer, what they cover and how much they cost.

Speaker speaker\_2: Yeah, please.

Speaker speaker\_1: Okay. Give me just one second. And you said it's ATC, correct?

Speaker speaker\_2: Yeah, ATC Care Builders.

Speaker speaker\_1: Okay. All right, who would be a good email to send that to?

Speaker speaker\_2: It's suerico15@gmail.com.

Speaker speaker\_1: Do you mind spelling that out for me?

Speaker speaker\_2: It's S-U-E-R-I-C-O 15, 1-5, @gmail.com.

Speaker speaker\_1: Okay, so S-U-E-R-I-C-K-O 15 at gmail.com?

Speaker speaker\_2: No, put the R-I... There is no K. It's just R-I-C-O.

Speaker speaker\_1: Okay, sorry about that. So S-U-E-R-I-C-O15@gmail.com.

Speaker speaker\_2: Yes.

Speaker speaker\_1: Okay. All right. I will go ahead and send that to your email. And, um, was there anything else you might need help with?

Speaker speaker\_2: Um, no.

Speaker speaker\_1: Okay. You have a wonderful day.

Speaker speaker\_2: You too. Thank you.