

## Transcript: VICTORIA

**Taylor-6659364269539328-4703308136005632**

### 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? Hello? Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Yeah, I got a question. I have two messages yesterday, one in English and one in Spanish, uh, that I need to enroll after 30 days I've been working and, um, I don't know if that's the correct number that I'm supposed to call or, or, or this is about I'm working right now with the freight line and by... I don't know since I'm not direct with the company, so I don't know if you're supposed to, uh, apply for, for benefits. Okay, so this is for medical insurance if you happen to work through like a staffing or temp agency. Um, yeah. I'm working right now with the agency so, um, right now. Okay. Yes. This is for the medical insurance we offer. Oh, okay. So, but this is... I just don't want to do something illegal. I don't, I don't know if you are supposed to be wait to, uh, see what I get with the company or... Because right now I am using under a staffing. Yes, I understand. This is for medical insurance for staffing employees. It's being offered through the staffing agency. Oh, okay. See, I, I was not aware, so I just, I just was checking and see if you have... Where, where did I need to call to enroll? Us? We, we can help you enroll. And how much is that going to cost? Uh-huh. So it- And what's the price of those? So it all depends. What's the name of the agency you work for? Uh, so I thought that you were calling me from the agency. Um. No, ma'am. The name of our company, the name of our company is Benefits on a Card. We're benefits administrators for multiple staffing agencies across the state. Ah, okay. All right. Well, okay, thank you. I will check with my employees first. Okay. You have a good day. Okay, thank you. Yes, you too. 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: Hello?

Speaker speaker\_1: Thank you for calling Benefits on a Card. This is Victoria. How can I help you?

Speaker speaker\_2: Yeah, I got a question. I have two messages yesterday, one in English and one in Spanish, uh, that I need to enroll after 30 days I've been working and, um, I don't know if that's the correct number that I'm supposed to call or, or, or this is about I'm working

right now with the freight line and by... I don't know since I'm not direct with the company, so I don't know if you're supposed to, uh, apply for, for benefits.

Speaker speaker\_1: Okay, so this is for medical insurance if you happen to work through like a staffing or temp agency.

Speaker speaker\_2: Um, yeah. I'm working right now with the agency so, um, right now.

Speaker speaker\_1: Okay. Yes. This is for the medical insurance we offer.

Speaker speaker\_2: Oh, okay. So, but this is... I just don't want to do something illegal. I don't, I don't know if you are supposed to be wait to, uh, see what I get with the company or... Because right now I am using under a staffing.

Speaker speaker\_1: Yes, I understand. This is for medical insurance for staffing employees. It's being offered through the staffing agency.

Speaker speaker\_2: Oh, okay. See, I, I was not aware, so I just, I just was checking and see if you have... Where, where did I need to call to enroll?

Speaker speaker\_1: Us? We, we can help you enroll.

Speaker speaker\_2: And how much is that going to cost? Uh-huh.

Speaker speaker\_1: So it-

Speaker speaker\_2: And what's the price of those?

Speaker speaker\_1: So it all depends. What's the name of the agency you work for?

Speaker speaker\_2: Uh, so I thought that you were calling me from the agency. Um.

Speaker speaker\_1: No, ma'am. The name of our company, the name of our company is Benefits on a Card. We're benefits administrators for multiple staffing agencies across the state.

Speaker speaker\_2: Ah, okay. All right. Well, okay, thank you. I will check with my employees first.

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

Speaker speaker\_2: Okay, thank you. Yes, you too. Bye.