

Transcript: Chris Sofield

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. This is Chris. How can I help you today? Hi, Chris. Um, I had received an email from a Tara Staffing, um,.com or whatever, and they said that I can enroll in Benefits in a Card, um, and I... it says to log in, but it keeps telling me that my email is not... or it's, like, not a... Sorry, hold on, what is it called? What is it exactly saying? Um, so maybe I need to register. It just keeps saying, like, it doesn't exist. So, my email doesn't exist. Do I have to register if I- Yes. ... have never been? Oh, okay. Even though it says Tara and I have a Tara login? Yeah, because this isn't a Tara login. It's not a Tara website, it's Benefits in a Card. It's an entirely separate portal. Oh, okay, 'cause it says Tara at the top, so that's why I was like kind of confused, but, okay. Um- Yeah we're- yeah, we, we partner with Tara to help, to help offer the insurance benefits, but we're not Tara itself, and as such any Tara logins will not work. Okay. Um, okay. That was really all the question I had. Um, this is my first time on the website, so I just registered, um... And then all the information's online? I don't know..... Yes, ma'am. But... Okay. I will check it out, and then if I have any questions I'll call back. All right. Thank you again for calling and have a good day. 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 in a Card. This is Chris. How can I help you today?

Speaker speaker_2: Hi, Chris. Um, I had received an email from a Tara Staffing, um,.com or whatever, and they said that I can enroll in Benefits in a Card, um, and I... it says to log in, but it keeps telling me that my email is not... or it's, like, not a... Sorry, hold on, what is it called? What is it exactly saying? Um, so maybe I need to register. It just keeps saying, like, it doesn't exist. So, my email doesn't exist. Do I have to register if I-

Speaker speaker_1: Yes.

Speaker speaker_2: ... have never been? Oh, okay. Even though it says Tara and I have a Tara login?

Speaker speaker_1: Yeah, because this isn't a Tara login. It's not a Tara website, it's Benefits in a Card. It's an entirely separate portal.

Speaker speaker_2: Oh, okay, 'cause it says Tara at the top, so that's why I was like kind of confused, but, okay. Um-

Speaker speaker_1: Yeah we're- yeah, we, we partner with Tara to help, to help offer the insurance benefits, but we're not Tara itself, and as such any Tara logins will not work.

Speaker speaker_2: Okay. Um, okay. That was really all the question I had. Um, this is my first time on the website, so I just registered, um... And then all the information's online? I don't know.....

Speaker speaker_1: Yes, ma'am.

Speaker speaker_2: But... Okay. I will check it out, and then if I have any questions I'll call back.

Speaker speaker_1: All right. Thank you again for calling and have a good day.

Speaker speaker_2: You too. Bye.