

Transcript: Franchesca

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits In A Car ... Jessica. How can I assist you with your order today? Hello? Yeah, I was calling with you guys. You guys sent me a, um, a email. You need my name? Yes, sir. Uh, but before that I would like to know how we can assist you to make sure you're on the wrong place, I mean, um, the right place. Well, it says Benefits In A Car, right? This is you guys, right? Yes, sir. What was the purpose of this call? I'm trying to see, are you guys through my job or I don't know. It says, "Activate your account today," on the email you guys sent me. That's why I'm trying to see if you can guys give me my name. I don't know what you guys... You guys are an insurance company? Like health benefits? No. No, sir. We're the administrators for the health coverage that the staffing companies offer, but we don't own any of the plans. We only administrate them, so we're basically the customer service or the in-between person of your staffing company and the insurance. Okay, so how do I activate, how do I activate my account? Did the email say specifically what type of services it was for you to activate? It welcome to your Benefits In A Car. As a member now you have round-the-clock access, US licensed providers, phone video consultations, insurance plans, activate your annual personal health records. Hmm. Any way, anywhere in that email, is that service... Is there the website virtualcare.benefitsinacar.com by any chance? Uh, I think I got some cards in the mail from you guys. 'Cause your email sounds like they're advising you to activate your virtual care plan. Depending on the medical plan that you get, the staffing company- Mm-hmm. ... they offer a virtual care package with it, so I believe that's what that email is in regards to. So just activate my cards that I got? No, sir, to activate specifically your virtual care. So the benefit cards that you receive are already active. Once the first paycheck is received, your coverage becomes active. Aside from that, any other service related to your ins- I'm trying to find my car. Excuse me? Uh, yeah. I heard you. Okay. Is there any information that you need from me today, sir? No, I think that should be cool. Well, listen- Thank you. ... we'll be open until 8:00 PM Eastern Time. Feel free to give us a call back if you have any more questions. Okay.

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 Car ... Jessica. How can I assist you with your order today?

Speaker speaker_2: Hello? Yeah, I was calling with you guys. You guys sent me a, um, a email. You need my name?

Speaker speaker_1: Yes, sir. Uh, but before that I would like to know how we can assist you to make sure you're on the wrong place, I mean, um, the right place.

Speaker speaker_2: Well, it says Benefits In A Car, right? This is you guys, right?

Speaker speaker_1: Yes, sir. What was the purpose of this call?

Speaker speaker_2: I'm trying to see, are you guys through my job or I don't know. It says, "Activate your account today," on the email you guys sent me. That's why I'm trying to see if you can guys give me my name. I don't know what you guys... You guys are an insurance company? Like health benefits?

Speaker speaker_1: No. No, sir. We're the administrators for the health coverage that the staffing companies offer, but we don't own any of the plans. We only administrate them, so we're basically the customer service or the in-between person of your staffing company and the insurance.

Speaker speaker_2: Okay, so how do I activate, how do I activate my account?

Speaker speaker_1: Did the email say specifically what type of services it was for you to activate?

Speaker speaker_2: It welcome to your Benefits In A Car. As a member now you have round-the-clock access, US licensed providers, phone video consultations, insurance plans, activate your annual personal health records.

Speaker speaker_1: Hmm. Any way, anywhere in that email, is that service... Is there the website virtualcare.benefitsinacar.com by any chance?

Speaker speaker_2: Uh, I think I got some cards in the mail from you guys.

Speaker speaker_1: 'Cause your email sounds like they're advising you to activate your virtual care plan. Depending on the medical plan that you get, the staffing company-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... they offer a virtual care package with it, so I believe that's what that email is in regards to.

Speaker speaker_2: So just activate my cards that I got?

Speaker speaker_1: No, sir, to activate specifically your virtual care. So the benefit cards that you receive are already active. Once the first paycheck is received, your coverage becomes active. Aside from that, any other service related to your ins-

Speaker speaker_2: I'm trying to find my car.

Speaker speaker_1: Excuse me?

Speaker speaker_2: Uh, yeah. I heard you.

Speaker speaker_1: Okay. Is there any information that you need from me today, sir?

Speaker speaker_2: No, I think that should be cool.

Speaker speaker_1: Well, listen-

Speaker speaker_2: Thank you.

Speaker speaker_1: ... we'll be open until 8:00 PM Eastern Time. Feel free to give us a call back if you have any more questions.

Speaker speaker_2: Okay.