

## **Transcript: Francesca**

**Baez-6504652359548928-6599610731020288**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. My name is Francesca. How can I assist you today? Hello, ma'am. Good afternoon. Yes, sir. Good afternoon. How can we help you? So does, uh, now, benefits card, what is, what is this and how is, uh, who is eligible for this card? I'm just asking about benefit card. Benefits in a Card is the name of the company. Mm-hmm. It doesn't necessarily mean that we provide a card with benefits on them. We're the account administrator for the health insurance that the staffing companies offered. The only people eligible for said benefit are actively working staffing members, provided that you are eligible during an open enrollment time. Okay. That, that's, uh, the, uh, this, uh, company is provide this kind of card? Excuse me? So, who, who is, who is eligible and what to do? How I can make this kind of card, benefits card? Once again, sir, the only people eligible for the benefits that we administer are actively working staffing members. Do you work for a staffing company? Oh, that's... So, okay. No, I am not working with you. I am not working in company, any company. So, I- Okay. Then unfortunately, you wouldn't be eligible for it. You have to be employee currently working by one of the staffing companies that we administer the health benefits for, for you to be- All right. ... eligible to enroll into them. Okay. Okay. Okay. Okay. Thank you. Thank you very much. No problem. Have a nice day. Have a wonderful rest of your day. Thank you for your time today. Sure.

### **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. My name is Francesca. How can I assist you today?

Speaker speaker\_2: Hello, ma'am. Good afternoon.

Speaker speaker\_1: Yes, sir. Good afternoon. How can we help you?

Speaker speaker\_2: So does, uh, now, benefits card, what is, what is this and how is, uh, who is eligible for this card? I'm just asking about benefit card.

Speaker speaker\_1: Benefits in a Card is the name of the company.

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: It doesn't necessarily mean that we provide a card with benefits on them. We're the account administrator for the health insurance that the staffing companies offered. The only people eligible for said benefit are actively working staffing members, provided that you are eligible during an open enrollment time.

Speaker speaker\_2: Okay. That, that's, uh, the, uh, this, uh, company is provide this kind of card?

Speaker speaker\_1: Excuse me?

Speaker speaker\_2: So, who, who is, who is eligible and what to do? How I can make this kind of card, benefits card?

Speaker speaker\_1: Once again, sir, the only people eligible for the benefits that we administer are actively working staffing members. Do you work for a staffing company?

Speaker speaker\_2: Oh, that's... So, okay. No, I am not working

Speaker speaker\_3: with you. I am not working in company, any company. So, I-

Speaker speaker\_1: Okay. Then unfortunately, you wouldn't be eligible for it. You have to be employee currently working by one of the staffing companies that we administer the health benefits for, for you to be-

Speaker speaker\_2: All right.

Speaker speaker\_1: ... eligible to enroll into them.

Speaker speaker\_2: Okay. Okay. Okay. Okay. Thank you. Thank you very much.

Speaker speaker\_1: No problem.

Speaker speaker\_2: Have a nice day.

Speaker speaker\_1: Have a wonderful rest of your day. Thank you for your time today.

Speaker speaker\_2: Sure.