

Transcript: Justin

Mills-4835805321707520-6395377706549248

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card, this is Justin. How can I help you today? Hi, Justin, how are you? Doing pretty well, and yourself? Good. I have, um, my cousin, Daphne, on the line with you, and she has a insurance policy with you guys, but it seem that she's missing the payment. But she's trying to make the payment, but, uh, the insur- the insurance company that was responsible for the payment option for the insurance say they don't have a partnership with the insurance no more. Okay. So- Uh, what's the staffing agency she works for? Uh, Daph? Huh? Uh, fe ■e kii ■■■■génsi? Kíb■ ■■val y■ ■■■■s■■ s■w■. Mm, Acceptance gbar■? Acceptance Insurance? Mm-hmm. She have Acceptance Insurance. The staffing agency she works for. Oh, the staffing... She don't work. She... Okay, are you guys a staffing agency, or insurance company? Us at Benefits in a Card, we're the benefit administrators for staffing agencies. So we deal with staffing agencies and insurance, so we enroll people into the insurance offered through their employer. Oh, okay. And you... Okay, you're talking about vehicle insurance, correct? Uh, what was that again? I'm sorry. Is it vehicle insurance? Well, we're not the bene- we're not the insurance company. We're... Like I said, we're just the benefit administrators for staffing agencies. So if she works for a- Uh, ■■■... ■■■ staffing agency, we deal with her insurance. Okay. You t- You're talking about the health insurance or car insurance? Which one? Health insurance. Like medical, dental- Oh, okay. ... vision insurance, stuff like that. Okay. Okay. Give me a second. ■k■ a. Huh? ■b■ asi ■s■ nta ti di ye? No, ■ma w'ashie. ■w■ wo p■ no. Okay. All right. I think we got wrong number. I'm sorry for that. No worries. You have a great day, okay? Thank you. ■g■, w■n ■f■ no? ■dwo mu wo f■fo hia ■baa wo ma ■biree ■s■ anpa bi. ■y■ ■baa f■. Okay. ■y■ nti ■w■ wo fofono a ■t■ ■z■ no redio. ■mo ■s■ ti di yi fono a baby. ■w■ wo p■ no redio. ■mo ■s■ ti di yi fono a baby. ■mo ■s■ ti di yi fono a baby. ■mo ■s■ ti di yi fono a baby. ■k■ wo p■ no redio s■ ■y■ ■f■ me? Huh? ■k■ wo p■ no redio s■ ■y■ ■f■ me? Baby. Baby. Thank you for calling Auto Insurance Quote. We're employing phone... Press one for an auto... Yeah.

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 Justin. How can I help you today?

Speaker speaker_2: Hi, Justin, how are you?

Speaker speaker_1: Doing pretty well, and yourself?

Speaker speaker_2: Good. I have, um, my cousin, Daphne, on the line with you, and she has a insurance policy with you guys, but it seem that she's missing the payment. But she's trying to make the payment, but, uh, the insur- the insurance company that was responsible for the payment option for the insurance say they don't have a partnership with the insurance no more.

Speaker speaker_1: Okay.

Speaker speaker_2: So-

Speaker speaker_1: Uh, what's the staffing agency she works for?

Speaker speaker_2: Uh, Daph?

Speaker speaker_3: Huh?

Speaker speaker_2: Uh, *fe* ■e kÍ ■■■■génsi? Kíb■ ■■val y■ ■■■■s■■ s■w■.

Speaker speaker_3: Mm, Acceptance gbar■?

Speaker speaker_2: Acceptance Insurance?

Speaker speaker_3: Mm-hmm.

Speaker speaker_2: She have Acceptance Insurance.

Speaker speaker_1: The staffing agency she works for.

Speaker speaker_2: Oh, the staffing... She don't work. She... Okay, are you guys a staffing agency, or insurance company?

Speaker speaker_1: Us at Benefits in a Card, we're the benefit administrators for staffing agencies. So we deal with staffing agencies and insurance, so we enroll people into the insurance offered through their employer.

Speaker speaker_2: Oh, okay. And you... Okay, you're talking about vehicle insurance, correct?

Speaker speaker_1: Uh, what was that again? I'm sorry.

Speaker speaker_2: Is it vehicle insurance?

Speaker speaker_1: Well, we're not the bene- we're not the insurance company. We're... Like I said, we're just the benefit administrators for staffing agencies. So if she works for a-

Speaker speaker_2: Uh, ■■...

Speaker speaker_1: ... staffing agency, we deal with her insurance.

Speaker speaker_2: Okay. You t- You're talking about the health insurance or car insurance? Which one?

Speaker speaker_1: Health insurance. Like medical, dental-

Speaker speaker_2: Oh, okay.

Speaker speaker_1: ... vision insurance, stuff like that.

Speaker speaker_2: Okay. Okay. Give me a second. ■k■ a.

Speaker speaker_3: Huh?

Speaker speaker_2: ■b■ asi ■s■ nta ti di ye?

Speaker speaker_3: No, ■ma w'ashie. ■w■ wo p■ no.

Speaker speaker_2: Okay. All right. I think we got wrong number. I'm sorry for that.

Speaker speaker_1: No worries. You have a great day, okay?

Speaker speaker_2: Thank you.

Speaker speaker_3: ■g■, w■n ■f■ no? ■dwo mu wo f■fo hia ■baa wo ma ■biree ■s■ anpa bi. ■y■ ■baa f■.

Speaker speaker_2: Okay.

Speaker speaker_3: ■y■ nti ■w■ wo fofono a ■t■ ■z■ no redio.

Speaker speaker_2: ■mo ■s■ ti di yi fono a baby. ■w■ wo p■ no redio. ■mo ■s■ ti di yi fono a baby. ■mo ■s■ ti di yi fono a baby. ■mo ■s■ ti di yi fono a baby.

Speaker speaker_3: ■k■ wo p■ no redio s■ ■y■ ■f■ me?

Speaker speaker_2: Huh? ■k■ wo p■ no redio s■ ■y■ ■f■ me? Baby. Baby.

Speaker speaker_0: Thank you for calling Auto Insurance Quote. We're employing phone... Press one for an auto...

Speaker speaker_2: Yeah.