

Transcript: Pamela

Blanc-4573799177961472-5666916052418560

Full Transcript

Thank you for calling Benefits in a Card How may I help you? Yes, um, I was wondering, wha- what is this, uh, Benefits in a Card? We are the administrator for health insurance. It's what, ma'am? We are, the administrator for health insurance. So, so it's an insurance, or...? Yes. We are the administrator for health insurance for staff and agents. Oh, okay, okay. And so, so 'cause I was, I was on, on a layoff from, uh, from a current employer, so I don't know wh- do I still have services, or do I still have healthcare, or health insurance? Uh- Or- You have to be actively working in order to be enrolled or the benefits to be active. Uh-huh. Makes sense. Makes sense. I was just wondering because I got a text from my employer saying that I had the Benefits in a Card, and I was like, "What, what are they talking about?" I just wanted to clarify. That's it, ma'am. Yes, ma'am. Uh-huh. No problem. So I was gonna- You were gonna say? ... most of the, um, texts, they do go out automatically if you're ready- Mm-hmm. ... for the system, and maybe that's the reason you received it. No problem. I appreciate your time, ma'am. Thank you. Thank you. Have a great rest of the day. You too, ma'am. Bye now.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Card How may I help you?

Speaker speaker_1: Yes, um, I was wondering, wha- what is this, uh, Benefits in a Card?

Speaker speaker_0: We are the administrator for health insurance.

Speaker speaker_1: It's what, ma'am?

Speaker speaker_0: We are, the administrator for health insurance.

Speaker speaker_1: So, so it's an insurance, or...?

Speaker speaker_0: Yes. We are the administrator for health insurance for staff and agents.

Speaker speaker_1: Oh, okay, okay. And so, so 'cause I was, I was on, on a layoff from, uh, from a current employer, so I don't know wh- do I still have services, or do I still have healthcare, or health insurance?

Speaker speaker_0: Uh-

Speaker speaker_1: Or-

Speaker speaker_0: You have to be actively working in order to be enrolled or the benefits to be active.

Speaker speaker_1: Uh-huh. Makes sense. Makes sense. I was just wondering because I got a text from my employer saying that I had the Benefits in a Card, and I was like, "What, what are they talking about?" I just wanted to clarify. That's it, ma'am. Yes, ma'am.

Speaker speaker_0: Uh-huh. No problem. So I was gonna-

Speaker speaker_1: You were gonna say?

Speaker speaker_0: ... most of the, um, texts, they do go out automatically if you're ready-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... for the system, and maybe that's the reason you received it.

Speaker speaker_1: No problem. I appreciate your time, ma'am. Thank you.

Speaker speaker_0: Thank you. Have a great rest of the day.

Speaker speaker_1: You too, ma'am. Bye now.