

## Transcript: Pamela

**Blanc-4825705032761344-6668314722222080**

### Full Transcript

Thank you for calling Benefits in a Car - Yeah. ... with Pamela. How may I help you? How may I help you? Sorry, I can't hear you. My name is Pamela. How may I help you? Um, I got a text message from TRC about my health benefits. From who? TRC. It, it, it says, "Welcome to TRC Staffing. Haven't picked health benefits yet, earn... Enroll now, and then call Benefits in a card at 844-878-4531." Okay. So they're letting you know that you are enrolled in the benefits, you have 30 days from your first paycheck to enroll. Are you interested in enrolling? Uh, well, yes, um, what would it be doing, basically? The health insurance? Yes. Okay. They offer different plans, and let me pull up the benefit guide so I could give you better information. Um, these are not like major insurance. Um, they already have a set amount that they're going to pay. Anything above that amount will be your responsibility. Have you seen the benefit guide at all? Um, no, I don't think so. I probably have but I don't remember, and it... So I'll need to register? Okay. So if you have an email, I could send you the complete guide as well, um... Yes, I do. And- Let me find it. It should be J- Let me... Give me one second. Let me go to that page. Okay. I'm going to look for email. Hi, how are you today? Okay. Okay. J- Hello? ...- G-U-E-R-R-E-R-O, then there's going to be another J, and then O9O4@Gmail.com. Oh my God, I am reading you. Oh my God. Okay. JGuerrero, all right. So on the benefit guide, you're going to see the different plans that they offer, and under each plan they have the amount that the insurance going to cover. And- And- ... so how do we register? You could do it online or you could give us a call, and we could go ahead and enroll you over the phone, if you would like to. Okay. Yes, please. Um- That'll be easier. What was that? Uh, uh, yes, please. That would be easier on me. No problem. So when you get that benefit guide, check your spam and junk mail. It will be there. So go over the benefit guide, check the plans and what they offer, and when you think you have decided which one you would like, you could give us a call, we could help you enroll. Okay. Uh- All right. Well, also, we're here from 8:00 AM to 8:00 PM Eastern Time, Monday to Friday. Okay. The benefit guide will be coming in from info@benefitsinacar. Alrighty. Um, what, what was the email? You said it would be... Oh, here it is. Payroll. No, no, that's not it. I haven't sent- Oh. ... it yet. Okay. I'm generating the email as we speak. It will be from info, I-N-F-O- I-N-F-O... ... BenefitsInACar. Okay. All right? All right. Check your spam and junk mail. It might go there. And like I said- Okay. ... we're here from 8:00 AM to 8:00 PM Eastern Time, Monday to Friday. All right? Uh-huh. Okay. Info... Wait. I cannot hear you now. Uh, it's not in there. Hold on. Mm. I would say to give him like a minute or so, because our system is a little slow. Grandpa, make it three by six, not in the can. We have three kids off this can. Another link that they sent me, it's mybiac.com. TRC Staffing. My bag, though. You could go, you could go there, and there you will be able to see the benefit guide and enroll and register as well. They say, "Let's get you home." Okay, um... I've never seen so irritated yet. Y'all are everything. He loves you. Okay, so it says download

documents, member login. Mm-hmm. Enroll the wide cover- coverage machine. No, shortcut. So you want to download the, um, benefit guide so you are able to see what they offer. Okay, so download documents? Yes. And then after you see what they offer, you gonna, um, sel- I would say select or check, um, on that plan.... or write it down, and then you'll give us a call. We could do it over the phone if you would like to. Oh, okay. So I just go through all these things that they have up here? Yes. So that way you can choose the correct one. Oh, okay. Okay? And then I just... All right. And then I just let you know which one? Mm-hmm. Is it basically like insurance? It is insurance. Okay. Oh, okay. Tha- that's it. It's health insurance. It's health insurance. Um... Hold up. So would I only be able to pick like one? Like so like say there's- You could pick the health insurance. You could pick, um, dental, vision, whatever you want to enroll in. Okay. Okay. Um... Is there one that's about like if you get hurt? They got- they got a group accident. Um, let's see. Um, I want say do dental. Just dental? Uh, not... Mm-hmm. Have you ever, um, enrolled in benefits before? Uh, no, ma'am. Uh, they usually just do it for me. Would you like to show the benefit guide to someone that... at home that could help you understand the benefits and, and that way it will be easier for you to choose it? Yeah. Like I say, you could give us a call back. We're here until eight o'clock Eastern Time. Okay. I'll, I'll call you back. Thank you so much. Thank you for giving... Thank you. Give us a call back. All right.

## Conversation Format

Speaker speaker\_0: Thank you for calling Benefits in a Car -

Speaker speaker\_1: Yeah.

Speaker speaker\_0: ... with Pamela. How may I help you? How may I help you?

Speaker speaker\_1: Sorry, I can't hear you.

Speaker speaker\_0: My name is Pamela. How may I help you?

Speaker speaker\_1: Um, I got a text message from TRC about my health benefits.

Speaker speaker\_0: From who?

Speaker speaker\_1: TRC. It, it, it says, "Welcome to TRC Staffing. Haven't picked health benefits yet, earn... Enroll now, and then call Benefits in a card at 844-878-4531."

Speaker speaker\_0: Okay. So they're letting you know that you are enrolled in the benefits, you have 30 days from your first paycheck to enroll. Are you interested in enrolling?

Speaker speaker\_1: Uh, well, yes, um, what would it be doing, basically?

Speaker speaker\_0: The health insurance?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay. They offer different plans, and let me pull up the benefit guide so I could give you better information. Um, these are not like major insurance. Um, they already

have a set amount that they're going to pay. Anything above that amount will be your responsibility. Have you seen the benefit guide at all?

Speaker speaker\_1: Um, no, I don't think so. I probably have but I don't remember, and it... So I'll need to register?

Speaker speaker\_0: Okay. So if you have an email, I could send you the complete guide as well, um...

Speaker speaker\_1: Yes, I do. And-

Speaker speaker\_0: Let me find it.

Speaker speaker\_1: It should be J-

Speaker speaker\_0: Let me... Give me one second. Let me go to that page.

Speaker speaker\_1: Okay.

Speaker speaker\_0: I'm going to look for email.

Speaker speaker\_2: Hi, how are you today?

Speaker speaker\_0: Okay. Okay. J-

Speaker speaker\_2: Hello?

Speaker speaker\_0: ...-

Speaker speaker\_1: G-U-E-R-R-E-R-O, then there's going to be another J, and then O9O4@Gmail.com.

Speaker speaker\_2: Oh my God, I am reading you. Oh my God.

Speaker speaker\_0: Okay. JGuerrero, all right. So on the benefit guide, you're going to see the different plans that they offer, and under each plan they have the amount that the insurance going to cover.

Speaker speaker\_1: And-

Speaker speaker\_0: And-

Speaker speaker\_1: ... so how do we register?

Speaker speaker\_0: You could do it online or you could give us a call, and we could go ahead and enroll you over the phone, if you would like to.

Speaker speaker\_1: Okay. Yes, please.

Speaker speaker\_0: Um-

Speaker speaker\_1: That'll be easier.

Speaker speaker\_0: What was that?

Speaker speaker\_1: Uh, uh, yes, please. That would be easier on me.

Speaker speaker\_0: No problem. So when you get that benefit guide, check your spam and junk mail. It will be there. So go over the benefit guide, check the plans and what they offer, and when you think you have decided which one you would like, you could give us a call, we could help you enroll.

Speaker speaker\_1: Okay. Uh-

Speaker speaker\_0: All right. Well, also, we're here from 8:00 AM to 8:00 PM Eastern Time, Monday to Friday.

Speaker speaker\_1: Okay.

Speaker speaker\_0: The benefit guide will be coming in from info@benefitsinacar.

Speaker speaker\_1: Alrighty. Um, what, what was the email? You said it would be... Oh, here it is. Payroll.

Speaker speaker\_0: No, no, that's not it. I haven't sent-

Speaker speaker\_1: Oh.

Speaker speaker\_0: ... it yet.

Speaker speaker\_1: Okay.

Speaker speaker\_0: I'm generating the email as we speak. It will be from info, I-N-F-O-

Speaker speaker\_1: I-N-F-O...

Speaker speaker\_0: ... BenefitsInACar.

Speaker speaker\_1: Okay.

Speaker speaker\_0: All right?

Speaker speaker\_1: All right.

Speaker speaker\_0: Check your spam and junk mail. It might go there. And like I said-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... we're here from 8:00 AM to 8:00 PM Eastern Time, Monday to Friday. All right?

Speaker speaker\_1: Uh-huh. Okay. Info... Wait.

Speaker speaker\_0: I cannot hear you now.

Speaker speaker\_1: Uh, it's not in there. Hold on. Mm.

Speaker speaker\_0: I would say to give him like a minute or so, because our system is a little slow.

Speaker speaker\_2: Grandpa, make it three by six, not in the can. We have three kids off this can.

Speaker speaker\_1: Another link that they sent me, it's mybiac.com. TRC Staffing.

Speaker speaker\_2: My bag, though.

Speaker speaker\_0: You could go, you could go there, and there you will be able to see the benefit guide and enroll and register as well.

Speaker speaker\_2: They say, "Let's get you home."

Speaker speaker\_1: Okay, um...

Speaker speaker\_2: I've never seen so irritated yet. Y'all are everything. He loves you.

Speaker speaker\_1: Okay, so it says download documents, member login.

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: Enroll the wide cover- coverage machine.

Speaker speaker\_2: No, shortcut.

Speaker speaker\_0: So you want to download the, um, benefit guide so you are able to see what they offer.

Speaker speaker\_1: Okay, so download documents?

Speaker speaker\_0: Yes. And then after you see what they offer, you gonna, um, sel- I would say select or check, um, on that plan.... or write it down, and then you'll give us a call. We could do it over the phone if you would like to.

Speaker speaker\_1: Oh, okay. So I just go through all these things that they have up here?

Speaker speaker\_0: Yes. So that way you can choose the correct one.

Speaker speaker\_1: Oh, okay.

Speaker speaker\_0: Okay?

Speaker speaker\_1: And then I just... All right. And then I just let you know which one?

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: Is it basically like insurance?

Speaker speaker\_0: It is insurance.

Speaker speaker\_1: Okay. Oh, okay. Tha- that's it.

Speaker speaker\_0: It's health insurance. It's health insurance.

Speaker speaker\_1: Um... Hold up. So would I only be able to pick like one? Like so like say there's-

Speaker speaker\_0: You could pick the health insurance. You could pick, um, dental, vision, whatever you want to enroll in.

Speaker speaker\_1: Okay. Okay. Um... Is there one that's about like if you get hurt?

Speaker speaker\_0: They got- they got a group accident. Um, let's see.

Speaker speaker\_1: Um, I want say do dental.

Speaker speaker\_0: Just dental?

Speaker speaker\_1: Uh, not... Mm-hmm.

Speaker speaker\_0: Have you ever, um, enrolled in benefits before?

Speaker speaker\_1: Uh, no, ma'am. Uh, they usually just do it for me.

Speaker speaker\_0: Would you like to show the benefit guide to someone that... at home that could help you understand the benefits and, and that way it will be easier for you to choose it?

Speaker speaker\_1: Yeah.

Speaker speaker\_0: Like I say, you could give us a call back. We're here until eight o'clock Eastern Time.

Speaker speaker\_1: Okay. I'll, I'll call you back. Thank you so much.

Speaker speaker\_0: Thank you for giving... Thank you. Give us a call back. All right.