

Transcript: Pearl

Rojas-4926151161331712-4617418711547904

Full Transcript

Hi. Good morning. Thank you for calling Benefits in a Card. My name is Pearl. Who are you speaking with? You are speaking to Deserie LaFrance, and, um, the reason why I'm calling, I get a text from my... from the temp agency I work with from time to time, No Staffing. And the, the, the text says, "Your benefits transition to be... to Benefits in the Card effective" on March 2nd. First, um... No, this is February. And let me tell you all something. I did not have a benefits with them. So can you give me some information about that? So that text message is just letting you know that they have new healthcare administrators, which is us, Benefits in a Card. If you did have coverage with them, then the, the coverage would be coming over to us and continuing with us. Um, it's not saying that you have the cur- benefits currently. It's just saying that we're the new healthcare administrators, and if you did have benefits, we would now be taking care of your account. Yeah, but I don't have a benefit card. I still want them because I already have my insurance benefits, so I don't want them to... I did not sign up for anything with them, so that is why I'm calling. Yep. So you won't be signed up with anything. It's just letting you know if you did have benefits, that they are now through a different healthcare administrator. Okay then. Thank you so much, ma'am. Have a great day. You as well. Yeah. Thank you. Yeah.

Conversation Format

Speaker speaker_0: Hi. Good morning. Thank you for calling Benefits in a Card. My name is Pearl. Who are you speaking with?

Speaker speaker_1: You are speaking to Deserie LaFrance, and, um, the reason why I'm calling, I get a text from my... from the temp agency I work with from time to time, No Staffing. And the, the, the text says, "Your benefits transition to be... to Benefits in the Card effective" on March 2nd. First, um... No, this is February. And let me tell you all something. I did not have a benefits with them. So can you give me some information about that?

Speaker speaker_0: So that text message is just letting you know that they have new healthcare administrators, which is us, Benefits in a Card. If you did have coverage with them, then the, the coverage would be coming over to us and continuing with us. Um, it's not saying that you have the cur- benefits currently. It's just saying that we're the new healthcare administrators, and if you did have benefits, we would now be taking care of your account.

Speaker speaker_1: Yeah, but I don't have a benefit card. I still want them because I already have my insurance benefits, so I don't want them to... I did not sign up for anything with them,

so that is why I'm calling.

Speaker speaker_0: Yep. So you won't be signed up with anything. It's just letting you know if you did have benefits, that they are now through a different healthcare administrator.

Speaker speaker_1: Okay then. Thank you so much, ma'am. Have a great day.

Speaker speaker_0: You as well.

Speaker speaker_1: Yeah.

Speaker speaker_0: Thank you.

Speaker speaker_1: Yeah.