

## **Transcript: VICTORIA**

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### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Hi, Victoria. I received a message about calling this number for, for benefits. I was just wondering what was that about? This is for medical insurance, if you happen to work through like a staffing or temp agency. Oh, okay, okay. I see what, I see what it is. Yeah, 'cause I, I'm through an agency called Partners Personnel. I don't know that... Uh, are you guys affiliated with them or something like that, or what? Yes. That's one of our clients. We administer their medical insurance. So the message is just letting you know that they do offer medical insurance, um, and that you would contact us to get enrolled if you want to do so over the phone. Are you a new hire with them? Yeah. As a new hire. That's, that's why I was- Okay. ... calling for information. Um, I could have contacted the agency as well directly, right? They should be able to give me more, more information about this maybe? Uh, I think, I, I would believe they have that information. Um, but again, we are the administrators, so if you'd like, I mean, I can email you a copy of the benefits guide. Uh, but the only reason why I was- Sure. ... asking if you're a new hire or not is because they typically give you, uh, 30 days from the date of your first check to get enrolled. Oh, okay. I think I'm still within the 30 days. But if you want to email that information, that'd be great and I can take a look, look at it and see. Sure. And you said it's Partners- And what, uh... ... Personnel? Correct. Yeah. Okay. What would be a good email to send that to? Sure. It's gonna be, uh, Frank, F-R-A-N-K, and then it's gonna be M-X period, period or dot nine zero@icloud.com. Okay. I will email you some more information. And, uh, did you have any other questions for me? No, I just wanted to know, you know, what, what, what the benefit, uh, guideline is and, and how that works. Like how much... Yeah, I just wanna know how it works, how much it costs or whatever. All that stuff. Yeah. So, it really depends on who you're wanting the coverage for and what plan that you choose. So the benefits guide I'm sending to you will go over all of the medical plans being offered, what they cover and how much they cost. Um, so all of that information- Okay. ... will be there for you. Nice. Well, that'll be all then. All righty. Well, you have a wonderful day. You too. Bye.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Thank you for calling Benefits on a Card. This is Victoria. How can I help you?

Speaker speaker\_2: Hi, Victoria. I received a message about calling this number for, for benefits. I was just wondering what was that about?

Speaker speaker\_1: This is for medical insurance, if you happen to work through like a staffing or temp agency.

Speaker speaker\_2: Oh, okay, okay. I see what, I see what it is. Yeah, 'cause I, I'm through an agency called Partners Personnel. I don't know that... Uh, are you guys affiliated with them or something like that, or what?

Speaker speaker\_1: Yes. That's one of our clients. We administer their medical insurance. So the message is just letting you know that they do offer medical insurance, um, and that you would contact us to get enrolled if you want to do so over the phone. Are you a new hire with them?

Speaker speaker\_2: Yeah. As a new hire. That's, that's why I was-

Speaker speaker\_1: Okay.

Speaker speaker\_2: ... calling for information. Um, I could have contacted the agency as well directly, right? They should be able to give me more, more information about this maybe?

Speaker speaker\_1: Uh, I think, I, I would believe they have that information. Um, but again, we are the administrators, so if you'd like, I mean, I can email you a copy of the benefits guide. Uh, but the only reason why I was-

Speaker speaker\_2: Sure.

Speaker speaker\_1: ... asking if you're a new hire or not is because they typically give you, uh, 30 days from the date of your first check to get enrolled.

Speaker speaker\_2: Oh, okay. I think I'm still within the 30 days. But if you want to email that information, that'd be great and I can take a look, look at it and see.

Speaker speaker\_1: Sure. And you said it's Partners-

Speaker speaker\_2: And what, uh...

Speaker speaker\_1: ... Personnel?

Speaker speaker\_2: Correct. Yeah.

Speaker speaker\_1: Okay. What would be a good email to send that to?

Speaker speaker\_2: Sure. It's gonna be, uh, Frank, F-R-A-N-K, and then it's gonna be M-X period, period or dot nine zero@icloud.com.

Speaker speaker\_1: Okay. I will email you some more information. And, uh, did you have any other questions for me?

Speaker speaker\_2: No, I just wanted to know, you know, what, what, what the benefit, uh, guideline is and, and how that works. Like how much... Yeah, I just wanna know how it works, how much it costs or whatever. All that stuff.

Speaker speaker\_1: Yeah. So, it really depends on who you're wanting the coverage for and what plan that you choose. So the benefits guide I'm sending to you will go over all of the medical plans being offered, what they cover and how much they cost. Um, so all of that information-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... will be there for you.

Speaker speaker\_2: Nice. Well, that'll be all then.

Speaker speaker\_1: All righty. Well, you have a wonderful day.

Speaker speaker\_2: You too. Bye.