

Transcript: VICTORIA

Taylor-4691375571386368-5267519664340992

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? Oh, uh, hello. This is Nata Yahmen. I guess I need to call another, another number, uh, for, you know, the, uh, your locations in Dallas, Texas. Uh, I'm, uh, was calling to see if I can, uh, uh, find out by the local branch over here in Dallas if I'm able to go back to work with them, uh, you know, on behalf of office team. I had a- Okay, yeah, um, we just administer medical insurance for staffing agencies, but we're not the actual staffing agency. Okay. Can you give me a 1-800 for the locations of the offices so I need to call over here? I don't have a, a computer. This is cave man. Yeah. Gotcha. Um, I don't have the local numbers just 'cause we work for multiple staffing agencies across the states. Mm-hmm. So I don't have the local numbers. But you don't have a 1-800 number that I can call where I can, uh, get it from them? No, I, I don't, we don't have anything to do with, like, the actual, uh, the staffing agencies other than doing, like, their medical insurance. Well, okay then. Oh, oh, okay, I, I think I see what you're saying. Yes. Oh, okay. Well, thank you. You're welcome. Have a good day. You too. Bye-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: Oh, uh, hello. This is Nata Yahmen. I guess I need to call another, another number, uh, for, you know, the, uh, your locations in Dallas, Texas. Uh, I'm, uh, was calling to see if I can, uh, uh, find out by the local branch over here in Dallas if I'm able to go back to work with them, uh, you know, on behalf of office team. I had a-

Speaker speaker_1: Okay, yeah, um, we just administer medical insurance for staffing agencies, but we're not the actual staffing agency.

Speaker speaker_2: Okay. Can you give me a 1-800 for the locations of the offices so I need to call over here? I don't have a, a computer. This is cave man.

Speaker speaker_1: Yeah. Gotcha. Um, I don't have the local numbers just 'cause we work for multiple staffing agencies across the states.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: So I don't have the local numbers.

Speaker speaker_2: But you don't have a 1-800 number that I can call where I can, uh, get it from them?

Speaker speaker_1: No, I, I don't, we don't have anything to do with, like, the actual, uh, the staffing agencies other than doing, like, their medical insurance.

Speaker speaker_2: Well, okay then. Oh, oh, okay, I, I think I see what you're saying.

Speaker speaker_1: Yes.

Speaker speaker_2: Oh, okay. Well, thank you.

Speaker speaker_1: You're welcome. Have a good day.

Speaker speaker_2: You too.

Speaker speaker_1: Bye-bye.