

Transcript: VICTORIA

Taylor-4870663298564096-6608760528912384

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? Uh, hi, Faith, um, I'm calling to see about, uh, uh, your program and exactly what does the mental essential... the minimum essential cover- coverage mean? Okay. Uh, what's the name of the staffing agency you work for? Uh, Hospitality Staffing Solutions. Okay. Uh, let me pull up their benefits. Give me one second. Are you referring to the MEC medical plan? Uh... I'm not, I'm not sure. Uh, I'm just trying to get medical coverage with the staffing agency, and that's what I'm, that's basically said, I don't know exactly what Benefit in a Card, what, what it does. I'm trying to get medical benefits. Okay. Um, well, there's a couple different plans to choose from. Um, if you'd like, I can actually email you a copy of the benefits guide. It goes over like all the things- I have that, but it doesn't, it doesn't, it doesn't tell me anything. Is there a link or something? It just... I have that, uh, but I don't have, uh... Let's see, it says, it's saying, "This page is sending you to a invalid URI." Okay. Uh, uh... Let me see. It doesn't... Okay. I have... I have a page that's been emailed me, to me that says Benefits Guide, and it just says, "Hello. Thank you for contacting Benefit in a Card." It says, "Per your request is attached," the PDF, F is not coming up with the, um... There's no attachment- Are you on a email on a, on the cell phone? No, I'm looking on my laptop. Okay. There should be a PDF file attached to the email. No. Yeah, that's what I, uh, I'm thinking 'cause it would tell me more. Yes, ma'am. But, uh, yes, but there's, there is not a PDF file with it, it's just telling me, "Thank you for contacting," then it says, "Thank you again for Benefits in a Card," it says again, "Thank you again for Benefits in a Card." Then it says, uh, gives me a toll-free number and a fax number and that's it. Okay. See, wait a minute, I clicked on it. What's your email? I, I found it. Okay. Now I'm on a page. I'm not that good with the computer, uh, but now I'm on a page that says, "Get innovative insurance solution built for high turnover industries." Okay, as I scroll down. Uh... Okay, then when I go to the minimal or something else, maybe this is it, I don't know. Okay, Minimal Essential Coverage, I guess I should click on that and see if it opens up and tell me something. Okay. You can start it. Oh, okay. It says, "Minimum Essential Coverage," then it say, it, it, it, it talks about it, it tells me to read, read more. So is that what I'm trying to get to? So what I'm referring to- ... is like a PDF file and on the first page of this pe- PDF file, you'll see a picture of a family and it says, "Specifically designed for HSS." Okay. So I'm not sure what you're looking at. Um- Yes, yes. ... but I can resend it to you. Okay, and then it's gonna tell me what? It goes over, like, there's a couple different pla- pages to this that goes over all the- Mm-hmm. ... medical plans, what they cover, how much they cost. It goes over- Yeah, that's what I'm trying to get. Okay. Okay, and that's, that's what I'm trying to get to. Okay. So would you send it to, to my email? Yes, ma'am. What, um- Okay. ... give me just one second. And then I should have a little box to open up, right, the PD- the, the, the PDF, a little box should be on the, on the screen for me to

open up to get to those pages, right? Yes, ex- yes- Uh, a, a little attachment. ... it'll be like a PDF. Yeah, it'll be an attachment, a PDF attachment that you can click on. Oh. Okay, okay, I do understand, stand, stand that much. Okay. A- and, uh, uh, you know what? I didn't scroll down. Hold on, let me see. It says... Okay. Okay, I didn't... I have it. I didn't scroll down enough, uh, uh, far enough, so I do see the little box and the little family is, is on there. Okay, perfect. All right. Thank you, sweetie. Like I said, I'm not that good with the computer. I'm a senior citizen and I'm just, I'm, I'm still learning a lot. No worries. Okay. Okay. So now... Oh, okay. Okay. Okay. Okay, my dear, thank you. Thank you so much. Yes, ma'am. You have a wonderful day. All righty. Okay. 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: Uh, hi, Faith, um, I'm calling to see about, uh, uh, your program and exactly what does the mental essential... the minimum essential cover- coverage mean?

Speaker speaker_1: Okay. Uh, what's the name of the staffing agency you work for?

Speaker speaker_2: Uh, Hospitality Staffing Solutions.

Speaker speaker_1: Okay. Uh, let me pull up their benefits. Give me one second. Are you referring to the MEC medical plan?

Speaker speaker_2: Uh... I'm not, I'm not sure. Uh, I'm just trying to get medical coverage with the staffing agency, and that's what I'm, that's basically said, I don't know exactly what Benefit in a Card, what, what it does. I'm trying to get medical benefits.

Speaker speaker_1: Okay. Um, well, there's a couple different plans to choose from. Um, if you'd like, I can actually email you a copy of the benefits guide. It goes over like all the things-

Speaker speaker_2: I have that, but it doesn't, it doesn't, it doesn't tell me anything. Is there a link or something? It just... I have that, uh, but I don't have, uh... Let's see, it says, it's saying, "This page is sending you to a invalid URI." Okay. Uh, uh... Let me see. It doesn't... Okay. I have... I have a page that's been emailed me, to me that says Benefits Guide, and it just says, "Hello. Thank you for contacting Benefit in a Card." It says, "Per your request is attached," the PDF, F is not coming up with the, um... There's no attachment-

Speaker speaker_1: Are you on a email on a, on the cell phone?

Speaker speaker_2: No, I'm looking on my laptop.

Speaker speaker_1: Okay. There should be a PDF file attached to the email.

Speaker speaker_2: No. Yeah, that's what I, uh, I'm thinking 'cause it would tell me more.

Speaker speaker_1: Yes, ma'am.

Speaker speaker_2: But, uh, yes, but there's, there is not a PDF file with it, it's just telling me, "Thank you for contacting," then it says, "Thank you again for Benefits in a Card," it says again, "Thank you again for Benefits in a Card." Then it says, uh, gives me a toll-free number and a fax number and that's it.

Speaker speaker_1: Okay.

Speaker speaker_2: See, wait a minute, I clicked on it.

Speaker speaker_1: What's your email? I, I found it.

Speaker speaker_2: Okay. Now I'm on a page. I'm not that good with the computer, uh, but now I'm on a page that says, "Get innovative insurance solution built for high turnover industries." Okay, as I scroll down. Uh... Okay, then when I go to the minimal or something else, maybe this is it, I don't know. Okay, Minimal Essential Coverage, I guess I should click on that and see if it opens up and tell me something. Okay.

Speaker speaker_3: You can start it.

Speaker speaker_2: Oh, okay. It says, "Minimum Essential Coverage," then it say, it, it, it, it talks about it, it tells me to read, read more. So is that what I'm trying to get to?

Speaker speaker_1: So what I'm referring to- ... is like a PDF file and on the first page of this pe- PDF file, you'll see a picture of a family and it says, "Specifically designed for HSS."

Speaker speaker_2: Okay.

Speaker speaker_1: So I'm not sure what you're looking at. Um-

Speaker speaker_2: Yes, yes.

Speaker speaker_1: ... but I can resend it to you.

Speaker speaker_2: Okay, and then it's gonna tell me what?

Speaker speaker_1: It goes over, like, there's a couple different pla- pages to this that goes over all the-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... medical plans, what they cover, how much they cost. It goes over-

Speaker speaker_2: Yeah, that's what I'm trying to get. Okay. Okay, and that's, that's what I'm trying to get to.

Speaker speaker_1: Okay.

Speaker speaker_2: So would you send it to, to my email?

Speaker speaker_1: Yes, ma'am. What, um-

Speaker speaker_2: Okay.

Speaker speaker_1: ... give me just one second.

Speaker speaker_2: And then I should have a little box to open up, right, the PD- the, the, the PDF, a little box should be on the, on the screen for me to open up to get to those pages, right?

Speaker speaker_1: Yes, ex- yes-

Speaker speaker_2: Uh, a, a little attachment.

Speaker speaker_1: ... it'll be like a PDF. Yeah, it'll be an attachment, a PDF attachment that you can click on.

Speaker speaker_2: Oh. Okay, okay, I do understand, stand, stand that much. Okay. A- and, uh, uh, you know what? I didn't scroll down. Hold on, let me see. It says... Okay. Okay, I didn't... I have it. I didn't scroll down enough, uh, uh, far enough, so I do see the little box and the little family is, is on there.

Speaker speaker_1: Okay, perfect.

Speaker speaker_2: All right. Thank you, sweetie. Like I said, I'm not that good with the computer. I'm a senior citizen and I'm just, I'm, I'm still learning a lot.

Speaker speaker_1: No worries.

Speaker speaker_2: Okay. Okay. So now... Oh, okay. Okay. Okay. Okay, my dear, thank you. Thank you so much.

Speaker speaker_1: Yes, ma'am. You have a wonderful day.

Speaker speaker_2: All righty. Okay. Bye-bye.