

Transcript: VICTORIA

Taylor-4876029741547520-6641893264375808

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, who, who is Benefits on a Card? That's the name of our company. We administer medical insurance for staffing agencies. Okay. I wasn't sure what was going on because I got a message talking about some kind of lapse in coverage or something, but I don't know nothing about it. Okay. Um- I just know nothing. Yeah, if you got that text message, that's just letting you know we didn't receive the payroll deduction for the insurance that you're enrolled into with your employer. So, like I said, temp agency and stuff? Yeah. We work for multiple staffing agencies across the state, so offhand, I, I'm not sure who you work with. But yes, it would be through either a temp or a staffing agency. Okay. Yeah. I think I know what you're talking about now. I just... I wasn't sure what it was about when I got the text message because I'm not a... I'm not a temp anymore, so that's probably what it is. I don't work for- Okay. ... the staffing company anymore. Gotcha. Yeah. So it's just letting you know that your... whatever you were enrolled into with them, um, medical insurance wise, it's not active because we didn't receive the payroll deduction for it. Now, you do have a way to make a direct payment with us over the phone. Otherwise, the coverage just wouldn't be active. Okay. Yes, sir. All right. Thank you very much. You're welcome. You have a wonderful day. You too. Thank you. Bye-bye. All right. 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, who, who is Benefits on a Card?

Speaker speaker_1: That's the name of our company. We administer medical insurance for staffing agencies.

Speaker speaker_2: Okay. I wasn't sure what was going on because I got a message talking about some kind of lapse in coverage or something, but I don't know nothing about it.

Speaker speaker_1: Okay. Um-

Speaker speaker_2: I just know nothing.

Speaker speaker_1: Yeah, if you got that text message, that's just letting you know we didn't receive the payroll deduction for the insurance that you're enrolled into with your employer.

Speaker speaker_2: So, like I said, temp agency and stuff?

Speaker speaker_1: Yeah. We work for multiple staffing agencies across the state, so offhand, I, I'm not sure who you work with. But yes, it would be through either a temp or a staffing agency.

Speaker speaker_2: Okay. Yeah. I think I know what you're talking about now. I just... I wasn't sure what it was about when I got the text message because I'm not a... I'm not a temp anymore, so that's probably what it is. I don't work for-

Speaker speaker_1: Okay.

Speaker speaker_2: ... the staffing company anymore.

Speaker speaker_1: Gotcha. Yeah. So it's just letting you know that your... whatever you were enrolled into with them, um, medical insurance wise, it's not active because we didn't receive the payroll deduction for it. Now, you do have a way to make a direct payment with us over the phone. Otherwise, the coverage just wouldn't be active.

Speaker speaker_2: Okay.

Speaker speaker_1: Yes, sir.

Speaker speaker_2: All right. Thank you very much.

Speaker speaker_1: You're welcome. You have a wonderful day.

Speaker speaker_2: You too.

Speaker speaker_1: Thank you. Bye-bye.

Speaker speaker_2: All right. Bye-bye.