

Transcript: VICTORIA

Taylor-4897002770448384-5681653038497792

Full Transcript

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? How you doing? Um, I got a text message saying I needed to contact this number within the 30 days of my first paycheck to get my benefits. Okay. Uh, what's the name of the agency that you work for? Uh, Partners Personnel. Gotcha. And you're wanting to enroll into the benefits? I guess so, I mean... Yeah. Okay. Do you know anything about what's being offered? Nah, not a clue. They just sent me a text message saying, "Welcome to this. You have 30 days from your first paycheck to enroll in benefits. Call this number." I'm just giving it a call. I don't even know what's being offered or anything like that. Okay. So this is for the medical insurance that they offer. Um, there's a few different- Oh. Yeah, so there's a, a few different medical plans being offered, um, but there's also things like dental and vision and, you know, some additional add-ons. Um, but, uh, what I can do, if you'd like, I can email you the benefits guide which will lay out everything being offered through your employer, what the plans cover and how much they cost, so you can look over that. Uh, it's okay. Nevermind. I thought it was gonna be like, maybe like PPO or like something in the form of that. I didn't think... I wasn't thinking health benefits. It's okay. Thank you. Okay. You're welcome.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits on a Card. This is Victoria. How can I help you?

Speaker speaker_1: How you doing? Um, I got a text message saying I needed to contact this number within the 30 days of my first paycheck to get my benefits.

Speaker speaker_0: Okay. Uh, what's the name of the agency that you work for?

Speaker speaker_1: Uh, Partners Personnel.

Speaker speaker_0: Gotcha. And you're wanting to enroll into the benefits?

Speaker speaker_1: I guess so, I mean... Yeah.

Speaker speaker_0: Okay. Do you know anything about what's being offered?

Speaker speaker_1: Nah, not a clue. They just sent me a text message saying, "Welcome to this. You have 30 days from your first paycheck to enroll in benefits. Call this number." I'm just giving it a call. I don't even know what's being offered or anything like that.

Speaker speaker_0: Okay. So this is for the medical insurance that they offer. Um, there's a few different-

Speaker speaker_1: Oh.

Speaker speaker_0: Yeah, so there's a, a few different medical plans being offered, um, but there's also things like dental and vision and, you know, some additional add-ons. Um, but, uh, what I can do, if you'd like, I can email you the benefits guide which will lay out everything being offered through your employer, what the plans cover and how much they cost, so you can look over that.

Speaker speaker_1: Uh, it's okay. Nevermind. I thought it was gonna be like, maybe like PPO or like something in the form of that. I didn't think... I wasn't thinking health benefits. It's okay. Thank you.

Speaker speaker_0: Okay. You're welcome.