

Transcript: VICTORIA

Taylor-4928496542892032-5990693494800384

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? Yes, ma'am. Is this ? Hi. How can I help you? Yes, I had got a email saying enrolling our child up to... You said what? I'm sorry. It said enroll in a paycheck. Okay. So this is for medical insurance if you happen to work through like a staffing or temp agency. Oh, no. I don't, I don't need the insurance. This is what they sent it for. Yeah. So this is for medical insurance. Uh, what's the name- Okay. ... of the agency you work through? Ma'am? What's the name of the agency you work through? The agency is On Track Staffing. On Track Staffing? Yes, ma'am. Oh, okay. Yeah, um, the only reason why I was asking is 'cause I know some of our employer or clients will enroll members into coverage but, um, you're good to go. It's only if you're interested. Okay. Thank you. You're welcome. Have a good day. You too.

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: Yes, ma'am. Is this ?

Speaker speaker_1: Hi. How can I help you?

Speaker speaker_2: Yes, I had got a email saying enrolling our child up to...

Speaker speaker_1: You said what? I'm sorry.

Speaker speaker_2: It said enroll in a paycheck.

Speaker speaker_1: Okay. So this is for medical insurance if you happen to work through like a staffing or temp agency.

Speaker speaker_2: Oh, no. I don't, I don't need the insurance. This is what they sent it for.

Speaker speaker_1: Yeah. So this is for medical insurance. Uh, what's the name-

Speaker speaker_2: Okay.

Speaker speaker_1: ... of the agency you work through?

Speaker speaker_2: Ma'am?

Speaker speaker_1: What's the name of the agency you work through?

Speaker speaker_2: The agency is On Track Staffing.

Speaker speaker_1: On Track Staffing?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Oh, okay. Yeah, um, the only reason why I was asking is 'cause I know some of our employer or clients will enroll members into coverage but, um, you're good to go. It's only if you're interested.

Speaker speaker_2: Okay. Thank you.

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

Speaker speaker_2: You too.