

Transcript: VICTORIA

Taylor-5075445625176064-6021752749604864

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? Um, hi. M- m- my name is Morgan Groves, um, and I have a couple of questions for you please. Okay. Um, I am employed by The Reserve Network, um, and I just got my... I got, um, my first pay and I was, um, eligible to enroll in benefits. And the, the signup that we got, originally that I got, came with a plan, um, that's under Essential Benefits, I believe it was called? Um, but then today, I got a different email for, from The Reserve Network in regards to insurance, um, and it was now under a company called Hooray. And so I'm, I'm a little bit confused because I registered for the benefits plan this past weekend under Essential Benefits, and then now I've gotten an email about a Ho- Hooray? Um, I just... she... so I reached out to my recruiter and she told me to give you guys a call. Yeah. So we actually no longer administer medical insurance for The Reserve Network. Okay. Well, so then she gave me the wrong number. Cool. Well, this has been fun and I'm sorry for wasting your time. No worries. You have a wonderful day. You too as well. Bye-bye. 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: Um, hi. M- m- my name is Morgan Groves, um, and I have a couple of questions for you please.

Speaker speaker_1: Okay.

Speaker speaker_2: Um, I am employed by The Reserve Network, um, and I just got my... I got, um, my first pay and I was, um, eligible to enroll in benefits. And the, the signup that we got, originally that I got, came with a plan, um, that's under Essential Benefits, I believe it was called? Um, but then today, I got a different email for, from The Reserve Network in regards to insurance, um, and it was now under a company called Hooray. And so I'm, I'm a little bit confused because I registered for the benefits plan this past weekend under Essential Benefits, and then now I've gotten an email about a Ho- Hooray? Um, I just... she... so I reached out to my recruiter and she told me to give you guys a call.

Speaker speaker_1: Yeah. So we actually no longer administer medical insurance for The Reserve Network.

Speaker speaker_2: Okay. Well, so then she gave me the wrong number.

Speaker speaker_1: Cool.

Speaker speaker_2: Well, this has been fun and I'm sorry for wasting your time.

Speaker speaker_1: No worries. You have a wonderful day.

Speaker speaker_2: You too as well. Bye-bye.

Speaker speaker_1: Bye-bye.