

## Transcript: VICTORIA

**Taylor-5416150791667712-4969953752825856**

### Full Transcript

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Hi, my name's Alejandro. I'm, I'm calling, uh, because I, I have a little bit confusion about the whole health insurance thing. And, I was wondering, um, what website to head to, to get it handled? Okay. Are you just trying to enroll into the, uh, benefits? Um, yeah. I'm, I'm supposed to be. I, I was waiting for, like, an email or something from you all. Um, uh, I did get an email but it was marked as spam and, I mean, I'm, I'm, I'm a little bit not too trusting of certain things when they get spam and stuff, especially when the email address is a bit off to me. And I was, I was just, guess I was wanting to double check and make sure that it was you all who sent me this. Um... Yeah, some of our, our, whenever we send mail it, depending on your settings, it will go to junk or spam. Our email address is [info@benefitsonacard.com](mailto:info@benefitsonacard.com). Okay, it wasn't sent through you guys then. It was sent through Surge. I guess I would have to call them about it. Um, the, the website that I would have to go to, um... Well, I mean, I guess I want to see, first of all, if there's already been, like, an account for me set up? Okay. Um, what's the last four of your Social? 9506. And your first and last name? Alejandro Velazquez. Okay. Do you mind verifying your address and date of birth? 1534 Forest Lane, Richmond, Kentucky. And date of birth is August 14th, 1992. Okay. Um, phone number 256-679-8943? Yes, ma'am. And then email is [alexveroin@gmail.com](mailto:alexveroin@gmail.com). Yes, ma'am. Okay. So we have a file for you in our systems. Now, are you referring to the Benefits in a Card website, or are you asking if there's been a file created for you on that? I guess the Benefits in a Card website. I'm just trying to make sure that I'm thoroughly covered through health insurance, so I'm trying to get this set up but it's been a little bit confusing. Okay. As of right now, you're not even pending for enrollment, so you have not been enrolled into anything. Um, now, I don't know, uh, you, if, if you do have an account on this site, my benefits... Or, [mybiac.com/surgestaffing](http://mybiac.com/surgestaffing), that is something you would have had to create. So, if you haven't created one, then I'm assuming you don't have an account on that website. Okay. So it's [www.mybiac.com/surgestaffing](http://www.mybiac.com/surgestaffing)? Correct, mm-hmm. Okay. And I just go through there and I start getting it set up through there? You can do that, or you can call us and we can enroll you over the phone, whichever you're more comfortable with. Oh. Um, well, I guess since I have y'all on the phone right now, I, I guess I'd like to enroll. Do you know specifically what plans you want to enroll into? Uh, no, I haven't gotten around to looking at it. I guess I should just go ahead through the website, then. A- again, that's completely up to you. Um, do you have the benefits guide? No. No, I don't. Okay. I'll just, I'll just do it through the website. I'm sorry. No, you're fine. I can also send a copy of the benefits guide to your email, just so you have that. If you decide you want to d- enroll over the phone, you can do that as well. We are open as late as 8:00 PM Eastern Time. Okay. Okay, yeah. I'd, I'd appreciate a copy of that benefits guide. Okay. I will send it to the email I have for you. All right. Thank you very much. You're welcome. You have a wonderful day. You too. Mm, bye.

Bye-bye.

## Conversation Format

Speaker speaker\_0: Thank you for calling Benefits on a Card. This is Victoria. How can I help you?

Speaker speaker\_1: Hi, my name's Alejandro. I'm, I'm calling, uh, because I, I have a little bit confusion about the whole health insurance thing. And, I was wondering, um, what website to head to, to get it handled?

Speaker speaker\_0: Okay. Are you just trying to enroll into the, uh, benefits?

Speaker speaker\_1: Um, yeah. I'm, I'm supposed to be. I, I was waiting for, like, an email or something from you all. Um, uh, I did get an email but it was marked as spam and, I mean, I'm, I'm, I'm a little bit not too trusting of certain things when they get spam and stuff, especially when the email address is a bit off to me. And I was, I was just, guess I was wanting to double check and make sure that it was you all who sent me this. Um...

Speaker speaker\_0: Yeah, some of our, our, whenever we send mail it, depending on your settings, it will go to junk or spam. Our email address is info@benefitsona card.com.

Speaker speaker\_1: Okay, it wasn't sent through you guys then. It was sent through Surge. I guess I would have to call them about it. Um, the, the website that I would have to go to, um... Well, I mean, I guess I want to see, first of all, if there's already been, like, an account for me set up?

Speaker speaker\_0: Okay. Um, what's the last four of your Social?

Speaker speaker\_1: 9506.

Speaker speaker\_0: And your first and last name?

Speaker speaker\_1: Alejandro Velazquez.

Speaker speaker\_0: Okay. Do you mind verifying your address and date of birth?

Speaker speaker\_1: 1534 Forest Lane, Richmond, Kentucky. And date of birth is August 14th, 1992.

Speaker speaker\_0: Okay. Um, phone number 256-679-8943?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: And then email is alexveroin@gmail.com.

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: Okay. So we have a file for you in our systems. Now, are you referring to the Benefits in a Card website, or are you asking if there's been a file created for you on that?

Speaker speaker\_1: I guess the Benefits in a Card website. I'm just trying to make sure that I'm thoroughly covered through health insurance, so I'm trying to get this set up but it's been a little bit confusing.

Speaker speaker\_0: Okay. As of right now, you're not even pending for enrollment, so you have not been enrolled into anything. Um, now, I don't know, uh, you, if, if you do have an account on this site, my benefits... Or, mybiac.com/surgestaffing, that is something you would have had to create. So, if you haven't created one, then I'm assuming you don't have an account on that website.

Speaker speaker\_1: Okay. So it's [www.mybiac.com/surgestaffing](http://www.mybiac.com/surgestaffing)?

Speaker speaker\_0: Correct, mm-hmm.

Speaker speaker\_1: Okay. And I just go through there and I start getting it set up through there?

Speaker speaker\_0: You can do that, or you can call us and we can enroll you over the phone, whichever you're more comfortable with.

Speaker speaker\_1: Oh. Um, well, I guess since I have y'all on the phone right now, I, I guess I'd like to enroll.

Speaker speaker\_0: Do you know specifically what plans you want to enroll into?

Speaker speaker\_1: Uh, no, I haven't gotten around to looking at it. I guess I should just go ahead through the website, then.

Speaker speaker\_0: A- again, that's completely up to you. Um, do you have the benefits guide?

Speaker speaker\_1: No. No, I don't.

Speaker speaker\_0: Okay.

Speaker speaker\_1: I'll just, I'll just do it through the website. I'm sorry.

Speaker speaker\_0: No, you're fine. I can also send a copy of the benefits guide to your email, just so you have that. If you decide you want to d- enroll over the phone, you can do that as well. We are open as late as 8:00 PM Eastern Time.

Speaker speaker\_1: Okay. Okay, yeah. I'd, I'd appreciate a copy of that benefits guide.

Speaker speaker\_0: Okay. I will send it to the email I have for you.

Speaker speaker\_1: All right. Thank you very much.

Speaker speaker\_0: You're welcome. You have a wonderful day.

Speaker speaker\_1: You too. Mm, bye.

Speaker speaker\_0: Bye-bye.