

## Transcript: VICTORIA

**Taylor-5521180911124480-5120594545917952**

### Full Transcript

Thank you for calling Benefits in a Card. Hello. This is Victoria. Hello? Hey, how you doing? This Rasheed Tyree. Hi. How can I help? Uh, I got an email from you guys about a benefit card, but it... you said it returned back to you, so I'm just trying to give you the correct address. Okay. Um, what is the name of the agency you work for? The agency? The TRC Staffing, where I was with them. I... That was with my... My last job was with them. Okay. Are you still actively working through them? Uh, it's been about two weeks now, three weeks. They said my assignment ended, so... I was only there for about two months. Well, not even two months, almost a month and I... Well, like a month and a week. Okay. Um, well, yeah, this is for the medical insurance that you would have had through them. Oh, the sign-up. Okay, I just wanted to make sure. I thought it was something else I was waiting on, like a benefit card. Well, yeah. I mean, the name of our company is Benefits in a Card. We administer medical insurance if you work through a staffing or a temp agency. Oh, yeah, yeah. I'm not there anymore. Okay. Let me pull up your file so I can make a note of it. Um, what's the last four of your Social? 1868. Okay. And you said first name is Rasheed, last name is Tyree? Yes. Okay. Do you mind verifying your address and date of birth? Uh, my address- my new address is, uh, 1075 North Harrison Road, Stone Mountain, Georgia. And it's apartment 20-3H. And you said my date of birth? Yes. 02/19/94. Okay. You said the new address was 1075 North Harrison Road, apartment ch- apartment 20H? Yes. My old address was 419. 419 and Colton. Okay, yes. Gotcha. And Colton. Looks like that's what we had on there, so. And I think we- And that's, uh, the new address is still in Stone Mountain, zip code is 30088? Yes. Okay. Phone number 912-318-4484? Yes. And then email is gonna be tyrerjt83@gmail.com? Yes. Okay. Now, do you know i-... Do you have plans on returning back to work with them? Uh, I've been calling to see if they had anything else available, but no. But, uh, it's been a few weeks now, so I- I done moved on. I'll be trying to get back into work ASAP. So I- I got something lined up for FedEx, delivery driver. I gotta just go take my drug screen. Oh, okay. So. I gotcha. Yeah, so- Before I end up delivery... Doing deliveries with them shortly. Gotcha. Yeah, so it looks like we just got, um, one of the ID cards sent back to us. So I'll just make a note on file, uh, that you're no longer working with TRC. Um, do you want me to try and resend it to you? Uh, yes, that's fine. I mean, what is it for? Uh, what I signed up through them? Yeah. So you had the MUC TeleRx Medical Plan, uh, which is, like, mainly for your preventative services, and then you also had dental. Now, I don't see that the coverage is active, mainly because we haven't received a payroll deduction, which makes sense if you're no longer working with them. And eventually, it will roll over to COBRA, which, unless you continue it through COBRA, uh, I mean, the coverage just cancels out on its own. Was it with CareSource or something? I'm not a-familiar with what CareSource is. Oh. Well, yeah, I haven't been there in almost three weeks. Okay. I'll just go ahead- I've been trying to get back. They never

responded to me, so I moved on. Okay. I'll just go ahead and make a note that you're no longer working with them. And, um, I guess since the coverage is not active anyways, we- we won't worry about- Okay. ... sending that back out to you. Okay. Okay. Thank you. You're welcome. You have a wonderful day. You too. Thank you. Bye-bye.

## Conversation Format

Speaker speaker\_0: Thank you for calling Benefits in a Card.

Speaker speaker\_1: Hello.

Speaker speaker\_0: This is Victoria. Hello?

Speaker speaker\_1: Hey, how you doing? This Rasheed Tyree.

Speaker speaker\_0: Hi. How can I help?

Speaker speaker\_1: Uh, I got an email from you guys about a benefit card, but it... you said it returned back to you, so I'm just trying to give you the correct address.

Speaker speaker\_0: Okay. Um, what is the name of the agency you work for?

Speaker speaker\_1: The agency? The TRC Staffing, where I was with them. I... That was with my... My last job was with them.

Speaker speaker\_0: Okay. Are you still actively working through them?

Speaker speaker\_1: Uh, it's been about two weeks now, three weeks. They said my assignment ended, so... I was only there for about two months. Well, not even two months, almost a month and I... Well, like a month and a week.

Speaker speaker\_0: Okay. Um, well, yeah, this is for the medical insurance that you would have had through them.

Speaker speaker\_1: Oh, the sign-up. Okay, I just wanted to make sure. I thought it was something else I was waiting on, like a benefit card.

Speaker speaker\_0: Well, yeah. I mean, the name of our company is Benefits in a Card. We administer medical insurance if you work through a staffing or a temp agency.

Speaker speaker\_1: Oh, yeah, yeah. I'm not there anymore.

Speaker speaker\_0: Okay. Let me pull up your file so I can make a note of it. Um, what's the last four of your Social?

Speaker speaker\_1: 1868.

Speaker speaker\_0: Okay. And you said first name is Rasheed, last name is Tyree?

Speaker speaker\_1: Yes.

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

Speaker speaker\_1: Uh, my addre- my new address is, uh, 1075 North Harrison Road, Stone Mountain, Georgia. And it's apartment 20-3H. And you said my date of birth?

Speaker speaker\_0: Yes.

Speaker speaker\_1: 02/19/94.

Speaker speaker\_0: Okay. You said the new address was 1075 North Harrison Road, apartment ch- apartment 20H?

Speaker speaker\_1: Yes. My old address was 419. 419 and Colton.

Speaker speaker\_0: Okay, yes. Gotcha.

Speaker speaker\_1: And Colton.

Speaker speaker\_0: Looks like that's what we had on there, so.

Speaker speaker\_1: And I think we-

Speaker speaker\_0: And that's, uh, the new address is still in Stone Mountain, zip code is 30088?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay. Phone number 912-318-4484?

Speaker speaker\_1: Yes.

Speaker speaker\_0: And then email is gonna be tyrerjt83@gmail.com?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay. Now, do you know i-... Do you have plans on returning back to work with them?

Speaker speaker\_1: Uh, I've been calling to see if they had anything else available, but no. But, uh, it's been a few weeks now, so I- I done moved on. I'll be trying to get back into work ASAP. So I- I got something lined up for FedEx, delivery driver. I gotta just go take my drug screen.

Speaker speaker\_0: Oh, okay.

Speaker speaker\_1: So.

Speaker speaker\_0: I gotcha. Yeah, so-

Speaker speaker\_1: Before I end up delivery... Doing deliveries with them shortly.

Speaker speaker\_0: Gotcha. Yeah, so it looks like we just got, um, one of the ID cards sent back to us. So I'll just make a note on file, uh, that you're no longer working with TRC. Um, do you want me to try and resend it to you?

Speaker speaker\_1: Uh, yes, that's fine. I mean, what is it for? Uh, what I signed up through them?

Speaker speaker\_0: Yeah. So you had the MUC TeleRx Medical Plan, uh, which is, like, mainly for your preventative services, and then you also had dental. Now, I don't see that the coverage is active, mainly because we haven't received a payroll deduction, which makes sense if you're no longer working with them. And eventually, it will roll over to COBRA, which, unless you continue it through COBRA, uh, I mean, the coverage just cancels out on its own.

Speaker speaker\_1: Was it with CareSource or something?

Speaker speaker\_0: I'm not a-familiar with what CareSource is.

Speaker speaker\_1: Oh. Well, yeah, I haven't been there in almost three weeks.

Speaker speaker\_0: Okay. I'll just go ahead-

Speaker speaker\_1: I've been trying to get back. They never responded to me, so I moved on.

Speaker speaker\_0: Okay. I'll just go ahead and make a note that you're no longer working with them. And, um, I guess since the coverage is not active anyways, we- we won't worry about-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... sending that back out to you.

Speaker speaker\_1: Okay. Okay. Thank you.

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

Speaker speaker\_1: You too.

Speaker speaker\_0: Thank you. Bye-bye.