

## **Transcript: VICTORIA**

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### **Full Transcript**

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Hi, Victoria. Uh, I'm at Man-Can applying for a job and, uh, it said, they said to call this number in order to sign up for your medical benefits. Okay. Um, do you know what's being offered or what you might wanna enroll into? Uh, I mean, I guess I don't really know. Um, I mean- Okay. Go ahead. Okay. It says the highlights of MEC Plus benefits, no medical deductibles. Um, and I don't know- Do you just have the enrollment form or do you have the benefits guide? I just have the enrollment form. Okay. Um, I can send you the benefits guide to your email. Um... Okay. It will break down, like, all the plans being offered, what they cover and, um, how much they cost. Okay. And then once you review that, you can call us back to enroll once you know, like, what plan you're wanting or plans. Okay. That would be great. Um, let's see. What would be a good email to send that to? Uh, Winco9, W-I-N-C-O, the number nine, @yahoo.com. All righty. And, uh, you're in the application process, right? Correct. Okay. Um, I was just gonna tell you, they typically give new hires 30 days from the date of their first check to get enrolled into the, uh, benefits. Okay. And what would b- be the name? Y- is this c- called the Benefits on a Card? Is what, uh... Well, that's the name of our company and we're the benefits administrators for Man-Can. Um, the name of the insurance carrier is really gonna depend on the plan that you choose. But the three major carriers we work with is American Public Life, um, 90 Degree Benefits, and MetLife. Okay. I didn't really get those all wrote down. I just wanted to know what I should be looking for 'cause I'm, I tend to delete a lot of emails. Would the email come from Benefits on a Card? Mm-hmm. Yeah. Um, it's gonna be coming from info, I-N-F-O, @benefitsonacard.com. And the, um, the pamphlet that I'm sending to you will have all the information of, of the name of the insurance carriers, the plans, what they cover, how much they cost. So all that information will be in there for you. Oh, okay. Mm-hmm. All right. Thank you so much. Is that all I need to do then? Yeah. Just- Okay. ... review that benefits guide and then, like I said, once you know specifically what you want to enroll into, um, you can call us back from there and we can get you enrolled over the phone. Uh- Just outta curiosity, if I just wanted to enroll period, is that possible? 'Cause I don't know if I might be looking for insurance here. Or is this just ex- you're just exclusively with Man-Can? Uh, we're, yeah, we're just with Man-Can. Uh, we work- Oh, okay. ... for a couple other staffing agencies, but i- it's not, you have to be working with the staffing agency to get the benefits. Oh, okay. Mm-hmm. Do you work with Aspire by chance? Not that I'm aware of. Oh, okay. Yeah. All right. Well, guys, thank you so much. You're welcome. Have a wonderful day. You too. Thank you. 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, Victoria. Uh, I'm at Man-Can applying for a job and, uh, it said, they said to call this number in order to sign up for your medical benefits.

Speaker speaker\_0: Okay. Um, do you know what's being offered or what you might wanna enroll into?

Speaker speaker\_1: Uh, I mean, I guess I don't really know. Um, I mean-

Speaker speaker\_0: Okay. Go ahead.

Speaker speaker\_1: Okay. It says the highlights of MEC Plus benefits, no medical deductibles. Um, and I don't know-

Speaker speaker\_0: Do you just have the enrollment form or do you have the benefits guide?

Speaker speaker\_1: I just have the enrollment form.

Speaker speaker\_0: Okay. Um, I can send you the benefits guide to your email. Um...

Speaker speaker\_1: Okay.

Speaker speaker\_0: It will break down, like, all the plans being offered, what they cover and, um, how much they cost.

Speaker speaker\_1: Okay.

Speaker speaker\_0: And then once you review that, you can call us back to enroll once you know, like, what plan you're wanting or plans.

Speaker speaker\_1: Okay. That would be great.

Speaker speaker\_0: Um, let's see. What would be a good email to send that to?

Speaker speaker\_1: Uh, Winco9, W-I-N-C-O, the number nine, @yahoo.com.

Speaker speaker\_0: All righty. And, uh, you're in the application process, right?

Speaker speaker\_1: Correct.

Speaker speaker\_0: Okay. Um, I was just gonna tell you, they typically give new hires 30 days from the date of their first check to get enrolled into the, uh, benefits.

Speaker speaker\_1: Okay. And what would b- be the name? Y- is this c- called the Benefits on a Card? Is what, uh...

Speaker speaker\_0: Well, that's the name of our company and we're the benefits administrators for Man-Can. Um, the name of the insurance carrier is really gonna depend on the plan that you choose. But the three major carriers we work with is American Public Life, um, 90 Degree Benefits, and MetLife.

Speaker speaker\_1: Okay. I didn't really get those all wrote down. I just wanted to know what I should be looking for 'cause I'm, I tend to delete a lot of emails. Would the email come from Benefits on a Card?

Speaker speaker\_0: Mm-hmm. Yeah. Um, it's gonna be coming from info, I-N-F-O, @benefitsonacard.com. And the, um, the pamphlet that I'm sending to you will have all the information of, of the name of the insurance carriers, the plans, what they cover, how much they cost. So all that information will be in there for you.

Speaker speaker\_1: Oh, okay.

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: All right. Thank you so much. Is that all I need to do then?

Speaker speaker\_0: Yeah. Just-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... review that benefits guide and then, like I said, once you know specifically what you want to enroll into, um, you can call us back from there and we can get you enrolled over the phone. Uh-

Speaker speaker\_1: Just outta curiosity, if I just wanted to enroll period, is that possible? 'Cause I don't know if I might be looking for insurance here. Or is this just ex- you're just exclusively with Man-Can?

Speaker speaker\_0: Uh, we're, yeah, we're just with Man-Can. Uh, we work-

Speaker speaker\_1: Oh, okay.

Speaker speaker\_0: ... for a couple other staffing agencies, but i- it's not, you have to be working with the staffing agency to get the benefits.

Speaker speaker\_1: Oh, okay.

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: Do you work with Aspire by chance?

Speaker speaker\_0: Not that I'm aware of.

Speaker speaker\_1: Oh, okay.

Speaker speaker\_0: Yeah.

Speaker speaker\_1: All right. Well, guys, thank you so much.

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

Speaker speaker\_1: You too.

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

Speaker speaker\_1: Bye.