

## **Transcript: VICTORIA**

**Taylor-5772007028867072-6701986633793536**

### **Full Transcript**

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Hey, Victoria. I just had, uh, I had a text message saying I can enroll in benefits, uh, within 30 days after my first paycheck, and I just have some questions. Okay. Um, so I'm working for a ten- temporary agency for three months. Then I'll get hired on through the company that I'm working at. And so these benefits that I have, are they only gonna be for the three months? Yeah. This is just the, the insurance being offered through the staffing agency, so it's only going to be good as long as you're actively working with the staffing agency. Okay. Um, I got you. And can I enroll in benefits if I choose to do so online? Um, that really depends on your, your employer. We work for a couple different agencies. What's the name of your employer? I believe it's Partners in Personal. Would it be Partners Personnel? Yes. Okay. I don't see that they have an option for online. Let me just double-check. Uh... Hmm... I'm just double-checking to be sure. All right. Actually, yeah, it does look like there is an option for online. Um, if you run into any issues with that, of course you can call us back and we do it over the phone. The address for it is going to be mybiac.com/partnerspersonnel. All right. So again, that's- Um- ... mybiac.com/partnerspersonnel. All right. Uh, thanks so much. You're welcome. Did you need help with anything else? Uh, uh, no, I don't. Okay. Have a wonderful day. You too. Bye. Thank you. 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: Hey, Victoria. I just had, uh, I had a text message saying I can enroll in benefits, uh, within 30 days after my first paycheck, and I just have some questions.

Speaker speaker\_0: Okay.

Speaker speaker\_1: Um, so I'm working for a ten- temporary agency for three months. Then I'll get hired on through the company that I'm working at. And so these benefits that I have, are they only gonna be for the three months?

Speaker speaker\_0: Yeah. This is just the, the insurance being offered through the staffing agency, so it's only going to be good as long as you're actively working with the staffing agency.

Speaker speaker\_1: Okay. Um, I got you. And can I enroll in benefits if I choose to do so online?

Speaker speaker\_0: Um, that really depends on your, your employer. We work for a couple different agencies. What's the name of your employer?

Speaker speaker\_1: I believe it's Partners in Personal.

Speaker speaker\_0: Would it be Partners Personnel?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay. I don't see that they have an option for online. Let me just double-check. Uh... Hmm... I'm just double-checking to be sure.

Speaker speaker\_1: All right.

Speaker speaker\_0: Actually, yeah, it does look like there is an option for online. Um, if you run into any issues with that, of course you can call us back and we do it over the phone. The address for it is going to be [mybiac.com/partnerspersonnel](http://mybiac.com/partnerspersonnel).

Speaker speaker\_1: All right.

Speaker speaker\_0: So again, that's-

Speaker speaker\_1: Um-

Speaker speaker\_0: ... [mybiac.com/partnerspersonnel](http://mybiac.com/partnerspersonnel).

Speaker speaker\_1: All right. Uh, thanks so much.

Speaker speaker\_0: You're welcome. Did you need help with anything else?

Speaker speaker\_1: Uh, uh, no, I don't.

Speaker speaker\_0: Okay. Have a wonderful day.

Speaker speaker\_1: You too. Bye.

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