

## **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. How are you? Good. How are you? I'm good. So I missed the call and I received an email from BSF, uh, for my husband, um... but we don't know if he's hired, but we want to know why we're getting these calls. This is for the, uh, medical insurance that they offer. Yeah, but we don't know if, you know, if he's been hired or what, you know? Okay. So for that, he would need to contact BPSF directly. We just administer the medical insurance, so we don't necessarily know who's on an assignment actively or not. Um, it's just a part of the onboarding paperwork that is sent to us. Mm-hmm. So if you would like to figure out if he has been hired for a job, he'll need you to contact them directly, and then if he's interested in this- Do you have, do you have a number for them? I don't, unfortunately. We work for multiple staffing agencies across the state. All right, good, because we don't want to proceed without knowing if, you know, he's been hired or... You understand me, right? Yeah, that's fine. I understand. Okay. Okay. So I'll try to get on to them. Okay. You have a wonderful day. Yeah, thank you. 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: Hi, Victoria. How are you?

Speaker speaker\_0: Good. How are you?

Speaker speaker\_1: I'm good. So I missed the call and I received an email from BSF, uh, for my husband, um... but we don't know if he's hired, but we want to know why we're getting these calls.

Speaker speaker\_0: This is for the, uh, medical insurance that they offer.

Speaker speaker\_1: Yeah, but we don't know if, you know, if he's been hired or what, you know?

Speaker speaker\_0: Okay. So for that, he would need to contact BPSF directly. We just administer the medical insurance, so we don't necessarily know who's on an assignment actively or not. Um, it's just a part of the onboarding paperwork that is sent to us.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: So if you would like to figure out if he has been hired for a job, he'll need you to contact them directly, and then if he's interested in this-

Speaker speaker\_1: Do you have, do you have a number for them?

Speaker speaker\_0: I don't, unfortunately. We work for multiple staffing agencies across the state.

Speaker speaker\_1: All right, good, because we don't want to proceed without knowing if, you know, he's been hired or... You understand me, right?

Speaker speaker\_0: Yeah, that's fine. I understand.

Speaker speaker\_1: Okay. Okay. So I'll try to get on to them.

Speaker speaker\_0: Okay. You have a wonderful day.

Speaker speaker\_1: Yeah, thank you.

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