

Transcript: VICTORIA

Taylor-6372901350490112-5176997520031744

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Hey, ma'am. I was calling because I just got a text message from OnTrack Staffing. They were telling me to, um, enroll in a card for some benefits. I was trying to see what kind of benefits, what were they talking about. Uh, this would be for like medical insurance. Oh, ... like medical insurance? Yes, sir. It's medical insurance offered through a staffing or temp agency. Oh. How much y'all's benefit is? Um, it really just depends on the, uh, plan that you choose. If you'd like, I can send you a copy of the benefits guide through your email. It'll lay out all the plans, what they cover and how much they cost. Yes, ma'am. Send it to me, see? Okay, sure. What's the name of the agency you work through? OnTrack Staffing. Okay. Give me one second. And what would be a good email to send that to? MiltonAnderson222@gmail.com. Okay. Um, before the 222, what was after, um, Milton? Anderson. Milton Anderson. Okay. Gotcha. MiltonAnderson222@gmail.com? Yes, ma'am. All righty. Uh, we'll go ahead and send that to you. Are you a new hire with them? Yes, ma'am. Okay. Uh, the only reason why I ask is I typically give you 30 days from the date of your first check to get enrolled. So if you see anything that you're interested in enrolling into, you would just call us back. Okay. Anything else ... I can help with? No, ma'am. All righty. You're good to go. Have a wonderful day. Yes.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benefits on a Card. This is Victoria. How can I help you?

Speaker speaker_2: Hey, ma'am. I was calling because I just got a text message from OnTrack Staffing. They were telling me to, um, enroll in a card for some benefits. I was trying to see what kind of benefits, what were they talking about.

Speaker speaker_1: Uh, this would be for like medical insurance.

Speaker speaker_2: Oh, ... like medical insurance?

Speaker speaker_1: Yes, sir. It's medical insurance offered through a staffing or temp agency.

Speaker speaker_2: Oh. How much y'all's benefit is?

Speaker speaker_1: Um, it really just depends on the, uh, plan that you choose. If you'd like, I can send you a copy of the benefits guide through your email. It'll lay out all the plans, what they cover and how much they cost.

Speaker speaker_2: Yes, ma'am. Send it to me, see?

Speaker speaker_1: Okay, sure. What's the name of the agency you work through?

Speaker speaker_2: OnTrack Staffing.

Speaker speaker_1: Okay. Give me one second. And what would be a good email to send that to?

Speaker speaker_2: MiltonAnderson222@gmail.com.

Speaker speaker_1: Okay. Um, before the 222, what was after, um, Milton?

Speaker speaker_2: Anderson. Milton Anderson.

Speaker speaker_1: Okay. Gotcha. MiltonAnderson222@gmail.com?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: All righty. Uh, we'll go ahead and send that to you. Are you a new hire with them?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Okay. Uh, the only reason why I ask is I typically give you 30 days from the date of your first check to get enrolled. So if you see anything that you're interested in enrolling into, you would just call us back.

Speaker speaker_2: Okay.

Speaker speaker_1: Anything else ... I can help with?

Speaker speaker_2: No, ma'am.

Speaker speaker_1: All righty. You're good to go. Have a wonderful day.

Speaker speaker_2: Yes.