

## Transcript: VICTORIA

Taylor-6556934435684352-4662903535484928

### Full Transcript

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Hey. It's, uh, it's my name is Cornell Williams. And I was calling... I have got a email about the Benefit of a Card. But I... once I got... uh, I, I had signed up for it but I have never received the card. Okay. What's the name of the agency you work for? Uh, hold on. Let me go back and see. Hold on. Okay. Hold on. Give me one second. Um, it, it was a... It was A-M-B-E-T-T-E-R health.com. Okay. What's the name of the staffing agency you're working through? I'm not... Oh, I'm not, uh, I'm not working through a staffing agency. This is... I think it's the, uh... It was like a, um, \$500 a month benefits. I don't, I don't know what you're referring to. This is Benefits on a Card. What we do is we administer medical insurance if you work through, like, a staffing or a temp agency. Oh, okay. Got you. Got you. Okay, then it's something totally different then. It's... I'm so, I'm so sorry. That's fine. Do you need help with anything else? Uh, no. That'll be it. All right. You have a wonderful day. All right. 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: Hey. It's, uh, it's my name is Cornell Williams. And I was calling... I have got a email about the Benefit of a Card. But I... once I got... uh, I, I had signed up for it but I have never received the card.

Speaker speaker\_0: Okay. What's the name of the agency you work for?

Speaker speaker\_1: Uh, hold on. Let me go back and see. Hold on.

Speaker speaker\_0: Okay.

Speaker speaker\_1: Hold on. Give me one second. Um, it, it was a... It was A-M-B-E-T-T-E-R health.com.

Speaker speaker\_0: Okay. What's the name of the staffing agency you're working through?

Speaker speaker\_1: I'm not... Oh, I'm not, uh, I'm not working through a staffing agency. This is... I think it's the, uh... It was like a, um, \$500 a month benefits.

Speaker speaker\_0: I don't, I don't know what you're referring to. This is Benefits on a Card. What we do is we administer medical insurance if you work through, like, a staffing or a temp

agency.

Speaker speaker\_1: Oh, okay. Got you. Got you. Okay, then it's something totally different then. It's... I'm so, I'm so sorry.

Speaker speaker\_0: That's fine. Do you need help with anything else?

Speaker speaker\_1: Uh, no. That'll be it.

Speaker speaker\_0: All right. You have a wonderful day.

Speaker speaker\_1: All right. Thank you.

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