

## **Transcript: Estefania**

**Acevedo-6591954917441536-5366419822395392**

### **Full Transcript**

Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? Yes, my name is Chrysler Harris, and I was called to, uh, accept or decline some kind of payment or something from, uh, TempStaff. Okay. Um, were you trying to decline the healthcare benefits through them? Uh, uh, I didn't c-... I don't have a full understanding of the... T- there's a free healthcare benefit that they offer, or? No. I just got a text message. Okay. Well, I'll dec- So, it says free. Um, depending on the plan that you select, they do deduct money straight from your paycheck for it. Well- And it's weekly. ... let me... Okay, let me stop you. I, I want to decline. Okay. Um, and then you said you work with Temp Staffing? I got the message through them. Is that... W- I, I- Yeah. Okay, never, never mind. I decline. Okay, and then what are the last four- Okay. ... of your Social? I just need to get in there to decline from an auto-enrollment. Okay. But that sound... I mean, it seem like you all would know all of that. I mean, is y'all- Well, we are the healthcare administrators. ... going through Temp Staff? We're the healthcare administrators for different agencies around the nation. One of those agencies- Okay. ... is Temp. We don't only administrate them. Oh. So, that's why I asked, "Who was your staffing agency?" 'Cause we don't only administrate one, administrative agency. Oh, well, I... Okay, I had a misunderstanding because I, uh, of course, they, they can't take anything out if I, uh, uh, don't respond at all. Th- I think this was a call I just didn't need to make. Wonderful. Thank you. Okay. So...

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you?

Speaker speaker\_1: Yes, my name is Chrysler Harris, and I was called to, uh, accept or decline some kind of payment or something from, uh, TempStaff.

Speaker speaker\_0: Okay. Um, were you trying to decline the healthcare benefits through them?

Speaker speaker\_1: Uh, uh, I didn't c-... I don't have a full understanding of the... T- there's a free healthcare benefit that they offer, or?

Speaker speaker\_0: No.

Speaker speaker\_1: I just got a text message. Okay. Well, I'll dec-

Speaker speaker\_0: So, it says free. Um, depending on the plan that you select, they do deduct money straight from your paycheck for it.

Speaker speaker\_1: Well-

Speaker speaker\_0: And it's weekly.

Speaker speaker\_1: ... let me... Okay, let me stop you. I, I want to decline.

Speaker speaker\_0: Okay. Um, and then you said you work with Temp Staffing?

Speaker speaker\_1: I got the message through them. Is that... W- I, I-

Speaker speaker\_0: Yeah.

Speaker speaker\_1: Okay, never, never mind. I decline.

Speaker speaker\_0: Okay, and then what are the last four-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... of your Social? I just need to get in there to decline from an auto-enrollment.

Speaker speaker\_1: Okay. But that sound... I mean, it seem like you all would know all of that. I mean, is y'all-

Speaker speaker\_0: Well, we are the healthcare administrators.

Speaker speaker\_1: ... going through Temp Staff?

Speaker speaker\_0: We're the healthcare administrators for different agencies around the nation. One of those agencies-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... is Temp. We don't only administrate them.

Speaker speaker\_1: Oh.

Speaker speaker\_0: So, that's why I asked, "Who was your staffing agency?" 'Cause we don't only administrate one, administrative agency.

Speaker speaker\_1: Oh, well, I... Okay, I had a misunderstanding because I, uh, of course, they, they can't take anything out if I, uh, uh, don't respond at all. Th- I think this was a call I just didn't need to make. Wonderful. Thank you.

Speaker speaker\_0: Okay. So...