

## **Transcript: Justin**

**Mills-4790671635693568-5952609270939648**

### **Full Transcript**

Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Yes. Um, I received a text message. I'm not in no system. I shouldn't be in no system of you guys. Okay. So the text message that you probably received was a courtesy reminder from your employer letting you know they didn't make a deduction on you, so you're not currently active in benefits offered through them. Now, do you work for a staffing agency? Yeah. I was. Okay. Do you still work for that staffing agency? Not at the current moment, no. Okay. Well, since you no longer work with them, you can go ahead and disregard that text message. Okay? Okay. Thanks. Yep.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits and a Card. This is Justin. How can I help you today?

Speaker speaker\_1: Yes. Um, I received a text message. I'm not in no system. I shouldn't be in no system of you guys.

Speaker speaker\_0: Okay. So the text message that you probably received was a courtesy reminder from your employer letting you know they didn't make a deduction on you, so you're not currently active in benefits offered through them. Now, do you work for a staffing agency?

Speaker speaker\_1: Yeah. I was.

Speaker speaker\_0: Okay. Do you still work for that staffing agency?

Speaker speaker\_1: Not at the current moment, no.

Speaker speaker\_0: Okay. Well, since you no longer work with them, you can go ahead and disregard that text message. Okay?

Speaker speaker\_1: Okay. Thanks.

Speaker speaker\_0: Yep.