

## **Transcript: Justin**

**Mills-4966360122441728-5639540780613632**

### **Full Transcript**

Thank you for calling Benefits in a Card. This is Justin. How can I help you today? Uh, yes, Justin. Uh, I received a call, uh, text, about, um, you're taking, uh, \$7.00, uh, uh, is it a paycheck or a month for health benefits? Yeah. The text message you probably received was welcoming you to the staffing agency and letting you know you would be automatically enrolled into one of their medical plans that was offered through them. So, you have the option to either accept the medical plan or the option to opt out of it. It's for health insurance. Oh. Well, uh, I don't want to opt out. I just want to know the... I, I never received any paperwork or, um, showing that I'm covered with your insurance. Okay. I mean, I can email you a copy of the benefit guide. Do you have a good email I could send this to? Yes. Um, love, that's L-O-V-E, pestman, P-E-S-T-M-A-N, 2000@yahoo.com. Yahoo.com. And just to confirm, L-O-V-E-T-E-S-T-M-A-N 2000@Yahoo? That's correct, yes. Okay. And what's that staffing agency you work for? Um, Work- WorkSmart. Okay, so WorkSmart. Okay. So, that email that you should be looking out for for that benefit guide will be coming from info, that's I-N-F-O, @benefitsinacard.com, okay? Yes. Mm-hmm. Uh, would that contain, that contain, uh, the name of the health company or/and an ID card, stuff like that? Yes, sir. Just who the insurance carrier is, yes, sir. And, uh, what's covered, what's not covered and stuff like that. I see. All right. Uh, appreciate it. Thank you very much. You're welcome. You have a great day, okay? Okay. Thank you. Bye-bye. All right. Bye-bye.

### **Conversation Format**

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

Speaker speaker\_1: Uh, yes, Justin. Uh, I received a call, uh, text, about, um, you're taking, uh, \$7.00, uh, uh, is it a paycheck or a month for health benefits?

Speaker speaker\_0: Yeah. The text message you probably received was welcoming you to the staffing agency and letting you know you would be automatically enrolled into one of their medical plans that was offered through them. So, you have the option to either accept the medical plan or the option to opt out of it. It's for health insurance.

Speaker speaker\_1: Oh. Well, uh, I don't want to opt out. I just want to know the... I, I never received any paperwork or, um, showing that I'm covered with your insurance.

Speaker speaker\_0: Okay. I mean, I can email you a copy of the benefit guide. Do you have a good email I could send this to?

Speaker speaker\_1: Yes. Um, love, that's L-O-V-E, pestman, P-E-S-T-M-A-N, 2000@yahoo.com.

Speaker speaker\_0: Yahoo.com. And just to confirm, L-O-V-E-T-E-S-T-M-A-N 2000@Yahoo?

Speaker speaker\_1: That's correct, yes.

Speaker speaker\_0: Okay. And what's that staffing agency you work for?

Speaker speaker\_1: Um, Work- WorkSmart.

Speaker speaker\_0: Okay, so WorkSmart. Okay. So, that email that you should be looking out for for that benefit guide will be coming from info, that's I-N-F-O, @benefitsinacard.com, okay?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: Uh, would that contain, that contain, uh, the name of the health company or/and an ID card, stuff like that?

Speaker speaker\_0: Yes, sir. Just who the insurance carrier is, yes, sir. And, uh, what's covered, what's not covered and stuff like that.

Speaker speaker\_1: I see. All right. Uh, appreciate it. Thank you very much.

Speaker speaker\_0: You're welcome. You have a great day, okay?

Speaker speaker\_1: Okay. Thank you. Bye-bye.

Speaker speaker\_0: All right. Bye-bye.