

## **Transcript: Justin**

**Mills-4989158597017600-4586077392683008**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Well, I got a text from you guys, and I don't know what it's about. It says, uh, uh, there's been a lapse in coverage. I don't even know who you are. Us at Benefits and a Card, we're the benefit administrators for staffing agencies. So, do you work for a staffing agency by any chance? Oh, yeah. I do. Okay. What's the name of that staffing agency? American, uh, StaffCorp. Okay. So the reason why you received that text message was to let you know that American StaffCorp didn't make a deduction on you, so you're not currently active in benefits that's offered through them, like health insurance. So, like I said, it was just a courtesy reminder from American StaffCorp. Oh. Well, I never asked for benefits. Well, I do know that American StaffCorp does- They're not supposed to be taking any- Well, I know that American StaffCorp does automatically enroll their new hires into a medical plan. No, they don't... haven't been, been deducting that out of my check, or they're, they're, they're not supposed to. Th- th- they, you have to tell them whether or not you want it. They don't just start taking it out. Well, it's an auto enrollment, sir. Okay, buddy. Thank you.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Thank you for calling Benefits and a Card. This is Justin. How can I help you today?

Speaker speaker\_2: Well, I got a text from you guys, and I don't know what it's about. It says, uh, uh, there's been a lapse in coverage. I don't even know who you are.

Speaker speaker\_1: Us at Benefits and a Card, we're the benefit administrators for staffing agencies. So, do you work for a staffing agency by any chance?

Speaker speaker\_2: Oh, yeah. I do.

Speaker speaker\_1: Okay. What's the name of that staffing agency?

Speaker speaker\_2: American, uh, StaffCorp.

Speaker speaker\_1: Okay. So the reason why you received that text message was to let you know that American StaffCorp didn't make a deduction on you, so you're not currently active in benefits that's offered through them, like health insurance. So, like I said, it was just a

courtesy reminder from American StaffCorp.

Speaker speaker\_2: Oh. Well, I never asked for benefits.

Speaker speaker\_1: Well, I do know that American StaffCorp does-

Speaker speaker\_2: They're not supposed to be taking any-

Speaker speaker\_1: Well, I know that American StaffCorp does automatically enroll their new hires into a medical plan.

Speaker speaker\_2: No, they don't... haven't been, been deducting that out of my check, or they're, they're, they're not supposed to. Th- th- they, you have to tell them whether or not you want it. They don't just start taking it out.

Speaker speaker\_1: Well, it's an auto enrollment, sir.

Speaker speaker\_2: Okay, buddy. Thank you.