

Transcript: Justin

Mills-5190186451812352-5232782595276800

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card, this is Justin. How can I help you today? Hi, good afternoon. Hi. Hey, how's it going? I'm fine, and you? I'm doing well. How can I help you today? Okay. So this is Bernice. I sent a text message for work. Can you send me the address, please? Um, so us at Benefits in a Card, we're the benefit administrators for staffing agencies. Did you receive a text message about insurance? I'm sorry. Hello? I'm still here. Did you receive a text message about insurance? Yes, yes. Yeah, so that text message you received was just congratulating you on- Today. Yeah, the text message you received was just congratulating you on your job with Surge Staffing and letting you know you would be automatically enrolled into one of the medical plans that was offered through them. So, you had the option to either accept it or the option to opt out of it. It's for health insurance. Okay. All right, is there anything else I could help you out with today? Yes. Okay, what can I help you out with today? Hello? I'm still here. What can I help you out with today? Yes. How can I help you today? . Hello? I'm still here. How can I help you today? . I... I... I... I want to, um, I want to send me his address for work, please. Um, like I said, we deal with health insurance here at Benefits in a Card, um, so we don't have access to any jobs or anything like that. Um, so if you received a text message, I advised you of the text message that you received. It was regarding health insurance offered through Surge Staffing. Okay. Okay. Is there anything else I can help you out with today? Hello? I'm still here. Is there anything else I can help you out with today? Yes, today, I... Um, we said it's a text message. Yes. So that text message you received was just congratulating you on a job with Surge Staffing and letting you know that you would be automatically enrolled into a health insurance medical plan that was offered through them. So, you had the option to either accept the medical plan or the option to opt out of the medical plan. It's for health insurance. It's not for a job. It's for health insurance. . Hello? I'm still here. Is there anything else I could help you out with today? . Is there anything else I could help you out with today? Hello? Is there anything else I can help you out with today? Today? Is there anything else I can help you out with today? We deal with health insurance here at Benefits in a Card. Yes. We don't have access to any jobs or anything like that. Yes. Can I help you today? . How can I help you today? Hello? I advised you of the text message you received. Is there anything else I can help you out with today? Yes. Yes, today, um, we said the text message. Yes, I advised you of the text message. I read out the text message that you received. I'm asking, is there anything else I could help you out with today other than advising you of the text message that you received? . Hello, are you still there? Hello, are you still there? Hello? Hello? Ma'am, I advised you of the text message. Is there anything else I can help you with today? I, I, I don't know what I was- . Okay. . I have advised you of the text message that you received. Is there anything else I can help you out with today? Yes. What can I help you out with? How can I

help you today? I want to, to send me his address at your work, please. What address are you talking about? I don't have an address to give you. I advised you of the message that you received on your phone, so I would reach out to Surge Staffing that you work for regarding a address. Okay. Um... An E- M-E-C... M-E-C. Yes, it's a medical plan. M-E-C... It's a medical plan that Surge Staffing automatically enrolls their new hires into a... Into, uh, 30 days after their first paycheck. So, like I said earlier, you had the option to either accept the medical plan or the option to opt out of the medical plan. It's for health insurance. So, did you want the insurance or did you not want the insurance? Okay. Is there anything else I can help you out with today? . . Hello, are you still there? . Agent disconnected due to no response.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benefits in a Card, this is Justin. How can I help you today?

Speaker speaker_2: Hi, good afternoon. Hi.

Speaker speaker_1: Hey, how's it going?

Speaker speaker_2: I'm fine, and you?

Speaker speaker_1: I'm doing well. How can I help you today?

Speaker speaker_2: Okay. So this is Bernice. I sent a text message for work. Can you send me the address, please?

Speaker speaker_1: Um, so us at Benefits in a Card, we're the benefit administrators for staffing agencies. Did you receive a text message about insurance?

Speaker speaker_2: I'm sorry. Hello?

Speaker speaker_1: I'm still here. Did you receive a text message about insurance?

Speaker speaker_2: Yes, yes.

Speaker speaker_1: Yeah, so that text message you received was just congratulating you on-

Speaker speaker_2: Today.

Speaker speaker_1: Yeah, the text message you received was just congratulating you on your job with Surge Staffing and letting you know you would be automatically enrolled into one of the medical plans that was offered through them. So, you had the option to either accept it or the option to opt out of it. It's for health insurance.

Speaker speaker_2: Okay.

Speaker speaker_1: All right, is there anything else I could help you out with today?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay, what can I help you out with today?

Speaker speaker_2: Hello?

Speaker speaker_1: I'm still here. What can I help you out with today?

Speaker speaker_2: Yes.

Speaker speaker_1: How can I help you today?

Speaker speaker_3: .

Speaker speaker_2: Hello?

Speaker speaker_1: I'm still here. How can I help you today?

Speaker speaker_3: .

Speaker speaker_2: I... I... I... I want to, um, I want to send me his address for work, please.

Speaker speaker_1: Um, like I said, we deal with health insurance here at Benefits in a Card, um, so we don't have access to any jobs or anything like that. Um, so if you received a text message, I advised you of the text message that you received. It was regarding health insurance offered through Surge Staffing.

Speaker speaker_2: Okay.

Speaker speaker_1: Okay. Is there anything else I can help you out with today?

Speaker speaker_2: Hello?

Speaker speaker_1: I'm still here. Is there anything else I can help you out with today?

Speaker speaker_2: Yes, today, I... Um, we said it's a text message.

Speaker speaker_1: Yes. So that text message you received was just congratulating you on a job with Surge Staffing and letting you know that you would be automatically enrolled into a health insurance medical plan that was offered through them. So, you had the option to either accept the medical plan or the option to opt out of the medical plan. It's for health insurance. It's not for a job. It's for health insurance.

Speaker speaker_3: .

Speaker speaker_2: Hello?

Speaker speaker_1: I'm still here. Is there anything else I could help you out with today?

Speaker speaker_3: .

Speaker speaker_1: Is there anything else I could help you out with today?

Speaker speaker_2: Hello?

Speaker speaker_1: Is there anything else I can help you out with today?

Speaker speaker_2: Today?

Speaker speaker_1: Is there anything else I can help you out with today? We deal with health insurance here at Benefits in a Card.

Speaker speaker_2: Yes.

Speaker speaker_1: We don't have access to any jobs or anything like that.

Speaker speaker_2: Yes.

Speaker speaker_1: Can I help you today?

Speaker speaker_3: .

Speaker speaker_1: How can I help you today?

Speaker speaker_2: Hello?

Speaker speaker_1: I advised you of the text message you received. Is there anything else I can help you out with today?

Speaker speaker_2: Yes. Yes, today, um, we said the text message.

Speaker speaker_1: Yes, I advised you of the text message. I read out the text message that you received. I'm asking, is there anything else I could help you out with today other than advising you of the text message that you received?

Speaker speaker_2: .

Speaker speaker_1: Hello, are you still there? Hello, are you still there?

Speaker speaker_2: Hello? Hello?

Speaker speaker_1: Ma'am, I advised you of the text message. Is there anything else I can help you with today? I, I, I don't know what I was-

Speaker speaker_3: .

Speaker speaker_2: Okay.

Speaker speaker_3: .

Speaker speaker_1: I have advised you of the text message that you received. Is there anything else I can help you out with today?

Speaker speaker_2: Yes.

Speaker speaker_1: What can I help you out with? How can I help you today?

Speaker speaker_2: I want to, to send me his address at your work, please.

Speaker speaker_1: What address are you talking about? I don't have an address to give you. I advised you of the message that you received on your phone, so I would reach out to Surge Staffing that you work for regarding a address.

Speaker speaker_2: Okay. Um... An E- M-E-C... M-E-C.

Speaker speaker_1: Yes, it's a medical plan.

Speaker speaker_2: M-E-C...

Speaker speaker_1: It's a medical plan that Surge Staffing automatically enrolls their new hires into a... Into, uh, 30 days after their first paycheck. So, like I said earlier, you had the option to either accept the medical plan or the option to opt out of the medical plan. It's for health insurance. So, did you want the insurance or did you not want the insurance?

Speaker speaker_2: Okay.

Speaker speaker_1: Is there anything else I can help you out with today?

Speaker speaker_2: .

Speaker speaker_3: .

Speaker speaker_1: Hello, are you still there?

Speaker speaker_3: .

Speaker speaker_1: Agent disconnected due to no response.