

## **Transcript: Justin**

**Mills-5553771846254592-6724900845731840**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card. This is Justin. How can I help you today? Um, yeah. I got a message saying, uh, "Congratulations on your job with Surge." What does that mean? Um, so 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 their medical plans that was offered through them. So you have the option to either accept it or the option to opt out of it. It's for health insurance. Oh, okay, okay. Sounds good. Never mind. Okay. Is there anything else I could help you out with today? Uh, no. That'll be it. Awesome. Well, you have a wonderful day, okay? You too. Bye. Bye.

### **Conversation Format**

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

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

Speaker speaker\_2: Um, yeah. I got a message saying, uh, "Congratulations on your job with Surge." What does that mean?

Speaker speaker\_1: Um, so 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 their medical plans that was offered through them. So you have the option to either accept it or the option to opt out of it. It's for health insurance.

Speaker speaker\_2: Oh, okay, okay. Sounds good. Never mind.

Speaker speaker\_1: Okay. Is there anything else I could help you out with today?

Speaker speaker\_2: Uh, no. That'll be it.

Speaker speaker\_1: Awesome. Well, you have a wonderful day, okay?

Speaker speaker\_2: You too. Bye.

Speaker speaker\_1: Bye.