

## Transcript: Justin

**Mills-5806429539614720-5345637128159232**

### 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? I, uh, I just, uh, received a message from, uh, these number. The, uh, I was, uh, working for American Staff. I just- Uh, yeah. ... want more information. Yeah, so the... Yeah, so the text message you received was just a courtesy reminder from American Staff Corp letting you know that you'll be automatically enrolled into one of their medical plans. You know, or that, or that, um, that it's their company open enrollment period, so you have the option to enroll, make changes or cancel benefits offered through them. So this is for health insurance. Uh, d- did you guys also like, uh, accountants or insurance for that? Um, w- w- we deal with health insurance here at Benefits and a Card. Oh, okay. So, I just called the office and... or these numbers too- So you... to see if I qualify. Um, so you automatically qualify because American Staff Corp started their company open enrollment period today. Oh, oh, okay, great. I see. That sounds good. So, do I need, like, uh, any card, like insurance card or... Um, that's if you get- Like a This is- ... enrollment benefit. Sorry, say it again. That's if you get enrolled in the benefits. So, if you get enrollment of benefits, that's when you will receive a, uh, insurance card. Okay, okay. Hey, thank you so much. Appreciate that. You're welcome. You have a great day, okay? Yeah. 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 and a Card. This is Justin. How can I help you today?

Speaker speaker\_2: I, uh, I just, uh, received a message from, uh, these number. The, uh, I was, uh, working for American Staff. I just-

Speaker speaker\_1: Uh, yeah.

Speaker speaker\_2: ... want more information.

Speaker speaker\_1: Yeah, so the... Yeah, so the text message you received was just a courtesy reminder from American Staff Corp letting you know that you'll be automatically enrolled into one of their medical plans. You know, or that, or that, um, that it's their company open enrollment period, so you have the option to enroll, make changes or cancel benefits offered through them. So this is for health insurance.

Speaker speaker\_2: Uh, d- did you guys also like, uh, accountants or insurance for that?

Speaker speaker\_1: Um, w- w- we deal with health insurance here at Benefits and a Card.

Speaker speaker\_2: Oh, okay. So, I just called the office and... or these numbers too-

Speaker speaker\_1: So you-

Speaker speaker\_2: ... to see if I qualify.

Speaker speaker\_1: Um, so you automatically qualify because American Staff Corp started their company open enrollment period today.

Speaker speaker\_2: Oh, oh, okay, great. I see. That sounds good. So, do I need, like, uh, any card, like insurance card or...

Speaker speaker\_1: Um, that's if you get-

Speaker speaker\_2: Like a

Speaker speaker\_3: This is-

Speaker speaker\_1: ... enrollment benefit.

Speaker speaker\_2: Sorry, say it again.

Speaker speaker\_1: That's if you get enrolled in the benefits. So, if you get enrollment of benefits, that's when you will receive a, uh, insurance card.

Speaker speaker\_2: Okay, okay. Hey, thank you so much. Appreciate that.

Speaker speaker\_1: You're welcome. You have a great day, okay?

Speaker speaker\_2: Yeah. Bye-bye.