

## **Transcript: Justin**

**Mills-6290391061446656-6561297767809024**

### **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. What is this number for? Um, so us at Benefits in a Card, we're the benefit administrators for staffing agencies. Do you work for a staffing agency by any chance? Um, Surge. Yeah. So, we are the benefit administrators for Surge Staffing. Um, the text message that you probably received was just probab- uh, congratulating you on your job with them and letting you know they would automatically enroll you into a medical plan that was offered through them. So you had the option to either accept it or the option to opt out of it for health insurance. Oh, okay. Thank you. You're welcome. You have a great day, okay? You too. All right. Bye-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 in a Card, this is Justin. How can I help you today?

Speaker speaker\_2: Hi. What is this number for?

Speaker speaker\_1: Um, so us at Benefits in a Card, we're the benefit administrators for staffing agencies. Do you work for a staffing agency by any chance?

Speaker speaker\_2: Um, Surge.

Speaker speaker\_1: Yeah. So, we are the benefit administrators for Surge Staffing. Um, the text message that you probably received was just probab- uh, congratulating you on your job with them and letting you know they would automatically enroll you into a medical plan that was offered through them. So you had the option to either accept it or the option to opt out of it for health insurance.

Speaker speaker\_2: Oh, okay. Thank you.

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

Speaker speaker\_2: You too.

Speaker speaker\_1: All right. Bye-bye.

Speaker speaker\_2: Bye.