

## **Transcript: Justin**

**Mills-6355015487242240-6650406292209664**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefit Center Card. This is Johnson. How can I help you today? Hey, Josh. Do you send me a text congratulation on what? No. Do you send me a text saying I'm on? I will see if I can search. Um, the text message that you probably received was just congratulating you on a job with Surge Staffing and letting you know you'll be automatically enrolled into one of their medical plans offered through them. So you have the option to either accept it or the option to opt out of it for health insurance. Oh, you guys provide health insurance? We're the benefit administrators for Surge Staffing. Yes, we do offer health insurance. Oh, that's good, good. Actually, I didn't know that. All right. Thanks. That's what I was recording about. No worries. Is there anything else I could help you out with today? Appreciate you. Uh, can you transfer me to, uh, to the payroll department? Um, so honestly, us at Benefit Center Card, we don't have access to that information. So I would just go on Google, type in your local branch that you work for and information should pop up there. All right. Okay, no problem. Thank you. You're welcome. You have a great day. You too, now. Bye-bye. All right, bye-bye. How we doing? Good, bro. Hey, you sign for UPS? Sure. I just need one box -- One box? Okay. I just need the last name. Uh, O-R- O-R? O-R-D-O-N-E-Z. O-R- D-O-N-E-Z. Ordonez? Ordonez. O... O-R-D-O-N-E-Z. Correct. All right, good to go. Thank you. Yeah, just one box down the line. Yes, sir. Uh-huh. Hello.

### **Conversation Format**

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

Speaker speaker\_1: Thank you for calling Benefit Center Card. This is Johnson. How can I help you today?

Speaker speaker\_2: Hey, Josh. Do you send me a text congratulation on what? No. Do you send me a text saying I'm on? I will see if I can search.

Speaker speaker\_1: Um, the text message that you probably received was just congratulating you on a job with Surge Staffing and letting you know you'll be automatically enrolled into one of their medical plans offered through them. So you have the option to either accept it or the option to opt out of it for health insurance.

Speaker speaker\_2: Oh, you guys provide health insurance?

Speaker speaker\_1: We're the benefit administrators for Surge Staffing. Yes, we do offer health insurance.

Speaker speaker\_2: Oh, that's good, good. Actually, I didn't know that. All right. Thanks. That's what I was recording about.

Speaker speaker\_1: No worries. Is there anything else I could help you out with today?

Speaker speaker\_2: Appreciate you. Uh, can you transfer me to, uh, to the payroll department?

Speaker speaker\_1: Um, so honestly, us at Benefit Center Card, we don't have access to that information. So I would just go on Google, type in your local branch that you work for and information should pop up there.

Speaker speaker\_2: All right. Okay, no problem. Thank you.

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

Speaker speaker\_2: You too, now. Bye-bye.

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

Speaker speaker\_3: How we doing?

Speaker speaker\_2: Good, bro.

Speaker speaker\_3: Hey, you sign for UPS?

Speaker speaker\_2: Sure.

Speaker speaker\_3: I just need one box --

Speaker speaker\_2: One box? Okay.

Speaker speaker\_3: I just need the last name.

Speaker speaker\_2: Uh, O-R-

Speaker speaker\_3: O-R?

Speaker speaker\_2: O-R-D-O-N-E-Z.

Speaker speaker\_3: O-R-

Speaker speaker\_2: D-O-N-E-Z.

Speaker speaker\_3: Ordonez?

Speaker speaker\_2: Ordonez.

Speaker speaker\_3: O... O-R-D-O-N-E-Z.

Speaker speaker\_2: Correct.

Speaker speaker\_3: All right, good to go.

Speaker speaker\_2: Thank you.

Speaker speaker\_3: Yeah, just one box down the line.

Speaker speaker\_2: Yes, sir. Uh-huh.

Speaker speaker\_4: Hello.