

## **Transcript: Justin**

**Mills-6399098284851200-5857193469853696**

### **Full Transcript**

Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Hi. I got a text from my agency saying that I could enroll, but I just want to find out what all it is in there. Um, yeah, what's that staffing agency you work for? ATC. ATC. Now, did you receive a benefit guide through them by any chance? No. All I got is the message that told me to call this number. Okay. Um, I can email you a copy of a benefit guide, which shows what's all offered, what's covered, what's not covered, how much the carrier will pay for those things. Uh, what is this? Like, uh, my health insurance, I guess? Yeah. It's for health insurance offered through ATC Healthcare. Oh, okay 'cause I already have that. Never mind. Okay. No worries. You have a great day, okay? Thank you so much. You're welcome. Bye-bye. Bye.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits and a Card. This is Justin. How can I help you today?

Speaker speaker\_1: Hi. I got a text from my agency saying that I could enroll, but I just want to find out what all it is in there.

Speaker speaker\_0: Um, yeah, what's that staffing agency you work for?

Speaker speaker\_1: ATC.

Speaker speaker\_0: ATC. Now, did you receive a benefit guide through them by any chance?

Speaker speaker\_1: No. All I got is the message that told me to call this number.

Speaker speaker\_0: Okay. Um, I can email you a copy of a benefit guide, which shows what's all offered, what's covered, what's not covered, how much the carrier will pay for those things.

Speaker speaker\_1: Uh, what is this? Like, uh, my health insurance, I guess?

Speaker speaker\_0: Yeah. It's for health insurance offered through ATC Healthcare.

Speaker speaker\_1: Oh, okay 'cause I already have that. Never mind.

Speaker speaker\_0: Okay. No worries. You have a great day, okay?

Speaker speaker\_1: Thank you so much.

Speaker speaker\_0: You're welcome. Bye-bye.

Speaker speaker\_1: Bye.