

Transcript: Justin

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Full Transcript

Thank you for calling Benefits in a Card. This is Justin. How can I help you today? Hi, Justin. Um, I wanted to a- ask a question 'cause I've been getting, uh, these text messages for, um... Sorry, hold on one moment. Sorry. I keep getting a message from... It says, "Hello. A friendly reminder. Your opportunity to enroll in benefits is coming to an end." And I just... I don't know what benefits are, what benefits is it for and what it is. Yeah. So the text messages that you keep receiving are from... Are, are courtesy reminders from your employer. Um, probably a staffing agency that we're p- uh, clients with. Um, so- All right. ... like I said, the text messages are probably from your employer letting you know you're eligible for their insurance. Oh, for the insurance? Okay. Correct. 'Cause I have a... I'm collecting a EDD, so that's probably why, or... Uh, no, sir. So mass text messages went out to all of the employees with those clients that we work with. Oh, for medical. For medical insurance through that staffing agency. Ah. So, benefits. Okay. So would I have to... Would I have to or is it just optional? It's optional. It's totally up to you. Optional? Oh, okay then. All right. Sorry for the disturbance. No worries. You have a great day, okay? All right. Thank you. All right. Bye-bye. Why doesn't this thing come with fucking phone?

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Card. This is Justin. How can I help you today?

Speaker speaker_1: Hi, Justin. Um, I wanted to a- ask a question 'cause I've been getting, uh, these text messages for, um... Sorry, hold on one moment. Sorry. I keep getting a message from... It says, "Hello. A friendly reminder. Your opportunity to enroll in benefits is coming to an end." And I just... I don't know what benefits are, what benefits is it for and what it is.

Speaker speaker_0: Yeah. So the text messages that you keep receiving are from... Are, are courtesy reminders from your employer. Um, probably a staffing agency that we're p- uh, clients with. Um, so-

Speaker speaker_1: All right.

Speaker speaker_0: ... like I said, the text messages are probably from your employer letting you know you're eligible for their insurance.

Speaker speaker_1: Oh, for the insurance? Okay.

Speaker speaker_0: Correct.

Speaker speaker_1: 'Cause I have a... I'm collecting a EDD, so that's probably why, or...

Speaker speaker_0: Uh, no, sir. So mass text messages went out to all of the employees with those clients that we work with.

Speaker speaker_1: Oh, for medical.

Speaker speaker_0: For medical insurance through that staffing agency.

Speaker speaker_1: Ah.

Speaker speaker_0: So, benefits.

Speaker speaker_1: Okay. So would I have to... Would I have to or is it just optional?

Speaker speaker_0: It's optional. It's totally up to you.

Speaker speaker_1: Optional? Oh, okay then. All right. Sorry for the disturbance.

Speaker speaker_0: No worries. You have a great day, okay?

Speaker speaker_1: All right. Thank you.

Speaker speaker_0: All right. Bye-bye.

Speaker speaker_1: Why doesn't this thing come with fucking phone?