

## **Transcript: Malcolm**

**Nash-5506187588485120-6266040250482688**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. This is, um, Benefits in a Card. This is Malcolm. How can I help you? Hi, Malcolm. I'm calling you because I have no idea what y'all are, but y'all sent me a message. So what did the message say? Something about something lapsed within a week or two of payroll deduction. What staffing company do you work for? At Integrity, but I don't even have an assignment for them. Okay, so that's most likely why it said that. So did you have health insurance through Integrity? I don't work for them anymore. Understand. Well, you did work for them. Did you have insurance through them? I guess so, whatever you are. So, so we're Benefits in a Card. We're a plan administrator for health insurance for staffing companies. You received that text message most likely because you're no longer on assignment and they were just letting you know that no deduction was taken to pay for your premium for the health insurance. Hmm. All right. All right. Well, was there anything else I can help you with today, ma'am? Mm-mm. Thank you. No problem.

### **Conversation Format**

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

Speaker speaker\_2: This is, um, Benefits in a Card. This is Malcolm. How can I help you?

Speaker speaker\_1: Hi, Malcolm. I'm calling you because I have no idea what y'all are, but y'all sent me a message.

Speaker speaker\_2: So what did the message say?

Speaker speaker\_1: Something about something lapsed within a week or two of payroll deduction.

Speaker speaker\_2: What staffing company do you work for?

Speaker speaker\_1: At Integrity, but I don't even have an assignment for them.

Speaker speaker\_2: Okay, so that's most likely why it said that. So did you have health insurance through Integrity?

Speaker speaker\_1: I don't work for them anymore.

Speaker speaker\_2: Understand. Well, you did work for them. Did you have insurance through them?

Speaker speaker\_1: I guess so, whatever you are.

Speaker speaker\_2: So, so we're Benefits in a Card. We're a plan administrator for health insurance for staffing companies. You received that text message most likely because you're no longer on assignment and they were just letting you know that no deduction was taken to pay for your premium for the health insurance.

Speaker speaker\_1: Hmm. All right.

Speaker speaker\_2: All right. Well, was there anything else I can help you with today, ma'am?

Speaker speaker\_1: Mm-mm. Thank you.

Speaker speaker\_2: No problem.