

## **Transcript: Malcolm**

**Nash-6204897680113664-6382157154435072**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. ... call benefits and this is Malcolm. How can I help you? Um, I'm calling because I got a message that says, "Congrats on your job with APC. You have 30 days from your first paycheck to enroll. Call Benefits in a Card at this number to enroll." Health insurance office of APC needs more information. What is APC? Hello? It's the staffing company. It's the staffing company, ma'am. It's a staffing company? Yes, ma'am. W- what... A staffing company? I'm trying to figure out if, if they missent this to me or what. So, do you not work through APC? Okay. Where's the s- Do I what? Do you not work through APC? It just said I got the job, but I don't even know where it's at 'cause I don't have no email. They just sent me a text. So you, uh, you want to reach out to APC about the job? We're Benefits in a Card, we're plan administrator for health insurance for the staffing companies. That's what I'm saying, like, is APC in Charlotte? Like, is it APC Associates? Is it APC... Like, what is it? I wouldn't have that in- I wouldn't have that information, ma'am, because we're not the ones that send out those text messages. So, the company does? Yes, ma'am. So you want to reach out to the staffing company directly, whichever one you apply for. Yeah, do you know the number or anything? No, ma'am. We don't. I wouldn't have APC's number. Okay, you don't even know, like, what APC stands for? I do not know what the APC stands for. Okay.

### **Conversation Format**

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

Speaker speaker\_1: ... call benefits and this is Malcolm. How can I help you?

Speaker speaker\_2: Um, I'm calling because I got a message that says, "Congrats on your job with APC. You have 30 days from your first paycheck to enroll. Call Benefits in a Card at this number to enroll."

Speaker speaker\_1: Health insurance office of APC needs more information.

Speaker speaker\_2: What is APC? Hello?

Speaker speaker\_1: It's the staffing company. It's the staffing company, ma'am.

Speaker speaker\_2: It's a staffing company?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_2: W- what... A staffing company? I'm trying to figure out if, if they missent this to me or what.

Speaker speaker\_1: So, do you not work through APC?

Speaker speaker\_2: Okay. Where's the s- Do I what?

Speaker speaker\_1: Do you not work through APC?

Speaker speaker\_2: It just said I got the job, but I don't even know where it's at 'cause I don't have no email. They just sent me a text.

Speaker speaker\_1: So you, uh, you want to reach out to APC about the job? We're Benefits in a Card, we're plan administrator for health insurance for the staffing companies.

Speaker speaker\_2: That's what I'm saying, like, is APC in Charlotte? Like, is it APC Associates? Is it APC... Like, what is it?

Speaker speaker\_1: I wouldn't have that in- I wouldn't have that information, ma'am, because we're not the ones that send out those text messages.

Speaker speaker\_2: So, the company does?

Speaker speaker\_1: Yes, ma'am. So you want to reach out to the staffing company directly, whichever one you apply for.

Speaker speaker\_2: Yeah, do you know the number or anything?

Speaker speaker\_1: No, ma'am. We don't. I wouldn't have APC's number.

Speaker speaker\_2: Okay, you don't even know, like, what APC stands for?

Speaker speaker\_1: I do not know what the APC stands for.

Speaker speaker\_2: Okay.