

## **Transcript: Pamela**

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### **Full Transcript**

Welcome to Calling Benefits and a Card. This is Pamela speaking. How may I help you? I received, um, benefits and a card, and I wanted to know if you can explain that to me. I never seen this before. I received it in the mail today. So, you received health insurance for a staffing agency. Okay. So, if you receive a card from us, that's because you are auto-enrolled in the health benefits. Are you currently working for the staffing agency? I was working for a staffing agency, Surge. Okay? Yeah, yeah. So, if you're not lo- longer working with them, then you... um, the benefits will not be active because they charge you, um, from your check, from your paycheck. Yeah, I don't work for Surge anymore, though. So, I can't use the card? No. I don't work for Surge anymore. No, if you're not working for them, you cannot use the card. Okay. Um. Okay. All right. Thank you. No problem. All this is an insult.

### **Conversation Format**

Speaker speaker\_0: Welcome to Calling Benefits and a Card. This is Pamela speaking. How may I help you?

Speaker speaker\_1: I received, um, benefits and a card, and I wanted to know if you can explain that to me. I never seen this before. I received it in the mail today.

Speaker speaker\_0: So, you received health insurance for a staffing agency.

Speaker speaker\_1: Okay.

Speaker speaker\_0: So, if you receive a card from us, that's because you are auto-enrolled in the health benefits. Are you currently working for the staffing agency?

Speaker speaker\_1: I was working for a staffing agency, Surge. Okay?

Speaker speaker\_0: Yeah, yeah. So, if you're not lo- longer working with them, then you... um, the benefits will not be active because they charge you, um, from your check, from your paycheck.

Speaker speaker\_1: Yeah, I don't work for Surge anymore, though. So, I can't use the card?

Speaker speaker\_0: No.

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

Speaker speaker\_0: No, if you're not working for them, you cannot use the card.

Speaker speaker\_1: Okay. Um. Okay. All right. Thank you.

Speaker speaker\_0: No problem.

Speaker speaker\_1: All this is an insult.