

## **Transcript: Pamela**

**Blanc-6517735963541504-6510577662345216**

### **Full Transcript**

Thank you for calling Benefits in a Car. This is Pamela speaking. I'm a Yes, good afternoon. I received an, um, text saying that as of February 3rd, my benefits will start, and I don't remember signing up for any benefits. What's the name of the staffing agency? Noor, N-O-O-R. Okay. May I have the last four digits of your Social? 6478. 6478. Noor. And your first and last name, ma'am? Lisa Gillette. Mm-hmm. And you say you're working for them. When did you start working for them? I don't- I don't work for them. I'm- I'm a c... Oh, gosh. See there..... Um, okay. Because we represent them for health insurance. If you applied with them, then, you know, sometimes... I didn't apply for no insurance because my client sometimes is in the hospital for like three weeks out the month. Sometimes I didn't even, I don't even... I didn't sign up for this. How do I... I don't... I want to be exempt from it. Okay. Let me, let me explain. We represent Noor for the health insurance for the- But I don't want it. ... for the employer. Because I can't afford it. Okay. I'm just... I understand. So if you haven't applied, um, for them, they do send out messages letting you know that you could enroll, or let me see if they do auto-enroll. If they don't... If they do auto-enroll, then I could ask you out, just so... Yes, please do, because I don't know who these people are and they were never introduced to me. Okay, so we, they do not auto-enroll, so you don't have to worry about it. And so you never applied with Noor? No, I've never... This is my first time. I just want to opt out. Okay. So we don't have a file for you. Oh, Lord. And they do not auto-enroll. So you don't have to worry about that if you never worked for them. So how do I make sure that they don't just sign me up? Because from what I'm reading, it says, "Transition of your benefits effective 02-03-25." Okay, so Noor was with another carrier before, and they transitioned to us now. So let me, um... Because what I don't understand, if you never worked for them, how are you getting transitioned? Okay, because this, this is... You know, where the family member take care of you. I don't... Okay. Let me see. Right, 'cause I don't see any enrollment here for you. Okay. Okay. So I'll call on February 3rd just to make sure. Yes, please do. And is there someone I specifically speak to, or there's no need to call back? No, I mean, you could call back if you would like to, and any of our, uh, our rep will a- be able to assist you. Okay. Thank you very much. All right. Thank you. Thank you, have a, have a good rest of the day. You too. Bye.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits in a Car. This is Pamela speaking. I'm a

Speaker speaker\_1: Yes, good afternoon. I received an, um, text saying that as of February 3rd, my benefits will start, and I don't remember signing up for any benefits.

Speaker speaker\_0: What's the name of the staffing agency?

Speaker speaker\_1: Noor, N-O-O-R.

Speaker speaker\_0: Okay. May I have the last four digits of your Social?

Speaker speaker\_1: 6478.

Speaker speaker\_0: 6478. Noor. And your first and last name, ma'am?

Speaker speaker\_1: Lisa Gillette.

Speaker speaker\_0: Mm-hmm. And you say you're working for them. When did you start working for them?

Speaker speaker\_1: I don't- I don't work for them. I'm- I'm a c... Oh, gosh. See there.....

Speaker speaker\_0: Um, okay. Because we represent them for health insurance. If you applied with them, then, you know, sometimes...

Speaker speaker\_1: I didn't apply for no insurance because my client sometimes is in the hospital for like three weeks out the month. Sometimes I didn't even, I don't even... I didn't sign up for this. How do I... I don't... I want to be exempt from it.

Speaker speaker\_0: Okay. Let me, let me explain. We represent Noor for the health insurance for the-

Speaker speaker\_1: But I don't want it.

Speaker speaker\_0: ... for the employer.

Speaker speaker\_1: Because I can't afford it.

Speaker speaker\_0: Okay. I'm just... I understand. So if you haven't applied, um, for them, they do send out messages letting you know that you could enroll, or let me see if they do auto-enroll. If they don't... If they do auto-enroll, then I could ask you out, just so...

Speaker speaker\_1: Yes, please do, because I don't know who these people are and they were never introduced to me.

Speaker speaker\_0: Okay, so we, they do not auto-enroll, so you don't have to worry about it. And so you never applied with Noor?

Speaker speaker\_1: No, I've never... This is my first time. I just want to opt out.

Speaker speaker\_0: Okay. So we don't have a file for you.

Speaker speaker\_1: Oh, Lord.

Speaker speaker\_0: And they do not auto-enroll. So you don't have to worry about that if you never worked for them.

Speaker speaker\_1: So how do I make sure that they don't just sign me up? Because from what I'm reading, it says, "Transition of your benefits effective 02-03-25."

Speaker speaker\_0: Okay, so Noor was with another carrier before, and they transitioned to us now. So let me, um... Because what I don't understand, if you never worked for them, how are you getting transitioned?

Speaker speaker\_1: Okay, because this, this is... You know, where the family member take care of you. I don't...

Speaker speaker\_0: Okay. Let me see. Right, 'cause I don't see any enrollment here for you.

Speaker speaker\_1: Okay. Okay. So I'll call on February 3rd just to make sure.

Speaker speaker\_0: Yes, please do.

Speaker speaker\_1: And is there someone I specifically speak to, or there's no need to call back?

Speaker speaker\_0: No, I mean, you could call back if you would like to, and any of our, uh, our rep will a- be able to assist you.

Speaker speaker\_1: Okay. Thank you very much.

Speaker speaker\_0: All right.

Speaker speaker\_1: Thank you.

Speaker speaker\_0: Thank you, have a, have a good rest of the day.

Speaker speaker\_1: You too. Bye.