

## **Transcript: Pamela**

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### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card, this is Pamela speaking. How may- how may I help you? Oh, I was supposed to call... Excuse me? Hello? I was, um... Oh. Are you there? Yes, I'm here. Okay. Well, uh, I was just text about, uh, a card. You received a text? Yes, ma'am. Okay. So, um, the staffing agency that you work for, they provide health insurance to their employees and they letting you know that you could enroll in the health benefits through the staffing agency or decline it. What's the name of the staffing agency you work for? Um, uh, I work... Well, I'm on with, um, Surge. Yeah, Surge will auto-enroll you if, um, if you don't decline. You said it what now? They will auto, aut- auto-enroll you in the health benefits if you do, do not decline the benefits. Are you currently working w- with them? No, not right now. I will... If you're not working, you don't have to worry about it. Okay, not right now. Okay. All right. Yeah. No problem. Okay, thanks. Thank you. Thank you. Bye-bye. Bye-bye.

### **Conversation Format**

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

Speaker speaker\_1: Thank you for calling Benefits on a Card, this is Pamela speaking. How may- how may I help you?

Speaker speaker\_2: Oh, I was supposed to call...

Speaker speaker\_1: Excuse me?

Speaker speaker\_2: Hello? I was, um...

Speaker speaker\_1: Oh.

Speaker speaker\_2: Are you there?

Speaker speaker\_1: Yes, I'm here.

Speaker speaker\_2: Okay. Well, uh, I was just text about, uh, a card.

Speaker speaker\_1: You received a text?

Speaker speaker\_2: Yes, ma'am.

Speaker speaker\_1: Okay. So, um, the staffing agency that you work for, they provide health insurance to their employees and they letting you know that you could enroll in the health

benefits through the staffing agency or decline it. What's the name of the staffing agency you work for?

Speaker speaker\_2: Um, uh, I work... Well, I'm on with, um, Surge.

Speaker speaker\_1: Yeah, Surge will auto-enroll you if, um, if you don't decline.

Speaker speaker\_2: You said it what now?

Speaker speaker\_1: They will auto, auto-enroll you in the health benefits if you do, do not decline the benefits. Are you currently working w- with them?

Speaker speaker\_2: No, not right now.

Speaker speaker\_1: I will... If you're not working, you don't have to worry about it.

Speaker speaker\_2: Okay, not right now. Okay. All right.

Speaker speaker\_1: Yeah. No problem.

Speaker speaker\_2: Okay, thanks. Thank you.

Speaker speaker\_1: Thank you. Bye-bye.

Speaker speaker\_2: Bye-bye.