

## **Transcript: VICTORIA**

**Taylor-5930001859821568-5500765076406272**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Yeah, hi, this is Stanley Wallace. Uh, I just got an email from y'all talking about enroll, uh, enroll in your benefit, uh, program. Who, who is this, uh? What company are, do you work for? Uh, we work for multiple staffing agencies across the states. Mm-hmm. Do you happen to work through a staffing or temp agency? I'm working for, uh, Miss Jackie's, uh, I'm not working for Surge, I'm not working for Staffing or, uh, I'm working for, uh, I got it on my phone, I can't think of the name of it. Uh, if Miss Jackie out there in Oliver, uh, in, in Mississippi... Okay, so it's not like a staffing or a temp agency that you work through currently? That's who I'm working for now is a temp service, and I won't need to enroll in their insurance or benefits because I have insurance from myself. I'm not sure- Okay. ... who this company is. Yeah, so again, this is Benefits on a Card. We're benefits for ministers for multiple staffing agencies across the states. Now, I know some of our clients- Mm-hmm. ... will automatically enroll you into, uh, a medical plan, uh, just depending on the employer. Yeah, I don't need them to do that. That would mess me up- Okay. ... with my insurance that I have. So what is the current name- Or I can Hello. ... call. ... hello, hello? ... I'm sorry. Hello. Oh, it's her. It's her. I've been waiting all day long. Okay. Okay. I'll send someone out to talk to you. Yeah. You want me to take something? Or how do you want to do it? Yeah, I'll see. I'll see you Sunday, okay? Okay. All right. Bye. Bye. She wants me to take something. She wants to talk to somebody. Hello? Yes, sir? Uh, the name of the company I'm working for, I can't pronounce it, it's called, it's P-A-R-T-N-E-R-S Personnel. Miss Jackie- Partners? Uh, Miss Jackie, right. Huh? Is it Partners Personnel? Yeah, it's P-R, P-A-R-T-N-E-R, hang on. P-A-R-T-N-E-R-S Personnel. Okay. Yeah, so if you don't want to enroll, you don't have to. I'm looking at, uh, their benefits. They don't automatically enroll you into anything, so you're good. Okay. So, I can ignore this text that I got on here? Yeah, it's just letting you know that benefits are being offered if you're interested in enrolling, but if you're not, you don't have to do anything. Okay, so I, I can ignore that and don't have to worry about it because I got insurance, uh, for myself, yeah. Yeah, like I said, it's just letting you know benefits are being offered. They do not automatically enroll you into anything, so if you're not wanting the benefits, there's nothing you need to do. Okay, baby, thank you, and you have a very blessed day. That helped me out a lot. Mm-hmm. Yes, sir. You have a good day as well. Great, 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 Victoria. How can I help you?

Speaker speaker\_2: Yeah, hi, this is Stanley Wallace. Uh, I just got an email from y'all talking about enroll, uh, enroll in your benefit, uh, program. Who, who is this, uh? What company are, do you work for?

Speaker speaker\_1: Uh, we work for multiple staffing agencies across the states.

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: Do you happen to work through a staffing or temp agency?

Speaker speaker\_2: I'm working for, uh, Miss Jackie's, uh, I'm not working for Surge, I'm not working for Staffing or, uh, I'm working for, uh, I got it on my phone, I can't think of the name of it. Uh, if Miss Jackie out there in Oliver, uh, in, in Mississippi...

Speaker speaker\_1: Okay, so it's not like a staffing or a temp agency that you work through currently?

Speaker speaker\_2: That's who I'm working for now is a temp service, and I won't need to enroll in their insurance or benefits because I have insurance from myself. I'm not sure-

Speaker speaker\_1: Okay.

Speaker speaker\_2: ... who this company is.

Speaker speaker\_1: Yeah, so again, this is Benefits on a Card. We're benefits for ministers for multiple staffing agencies across the states. Now, I know some of our clients-

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: ... will automatically enroll you into, uh, a medical plan, uh, just depending on the employer.

Speaker speaker\_2: Yeah, I don't need them to do that. That would mess me up-

Speaker speaker\_1: Okay.

Speaker speaker\_2: ... with my insurance that I have.

Speaker speaker\_1: So what is the current name-

Speaker speaker\_2: Or I can

Speaker speaker\_3: Hello.

Speaker speaker\_2: ... call.

Speaker speaker\_1: ... hello, hello?

Speaker speaker\_2: ... I'm sorry.

Speaker speaker\_3: Hello.

Speaker speaker\_2: Oh, it's her. It's her. I've been waiting all day long.

Speaker speaker\_1: Okay.

Speaker speaker\_3: Okay. I'll send someone out to talk to you.

Speaker speaker\_2: Yeah.

Speaker speaker\_3: You want me to take something? Or how do you want to do it?

Speaker speaker\_2: Yeah, I'll see. I'll see you Sunday, okay?

Speaker speaker\_1: Okay.

Speaker speaker\_2: All right. Bye.

Speaker speaker\_1: Bye.

Speaker speaker\_2: She wants me to take something. She wants to talk to somebody. Hello?

Speaker speaker\_1: Yes, sir?

Speaker speaker\_2: Uh, the name of the company I'm working for, I can't pronounce it, it's called, it's P-A-R-T-N-E-R-S Personnel. Miss Jackie-

Speaker speaker\_1: Partners?

Speaker speaker\_2: Uh, Miss Jackie, right. Huh?

Speaker speaker\_1: Is it Partners Personnel?

Speaker speaker\_2: Yeah, it's P-R, P-A-R-T-N-E-R, hang on. P-A-R-T-N-E-R-S Personnel.

Speaker speaker\_1: Okay. Yeah, so if you don't want to enroll, you don't have to. I'm looking at, uh, their benefits. They don't automatically enroll you into anything, so you're good.

Speaker speaker\_2: Okay. So, I can ignore this text that I got on here?

Speaker speaker\_1: Yeah, it's just letting you know that benefits are being offered if you're interested in enrolling, but if you're not, you don't have to do anything.

Speaker speaker\_2: Okay, so I, I can ignore that and don't have to worry about it because I got insurance, uh, for myself, yeah.

Speaker speaker\_1: Yeah, like I said, it's just letting you know benefits are being offered. They do not automatically enroll you into anything, so if you're not wanting the benefits, there's nothing you need to do.

Speaker speaker\_2: Okay, baby, thank you, and you have a very blessed day. That helped me out a lot. Mm-hmm.

Speaker speaker\_1: Yes, sir. You have a good day as well.

Speaker speaker\_2: Great, bye-bye.

Speaker speaker\_1: Bye.