

## **Transcript: VICTORIA**

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### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on Accrued. This is Victoria. How can I help you? Um, I'm calling about a message I just received. Okay. Was it a text message? It say, "You will be opting benefits within 30 days." Okay. How about that? What's the name? What's the name of the agency? It's called... Huh? I'm sorry, what's the name of the staffing agency you work for? I work for a company called Crown. Okay. So Crown Services will automatically enroll you into one of the medical plans they offer, unless you opt out beforehand. Okay. Are you wanting to opt out of that? No. Okay. Do you need help with anything else? No, this is...

### **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 Accrued. This is Victoria. How can I help you?

Speaker speaker\_2: Um, I'm calling about a message I just received.

Speaker speaker\_1: Okay. Was it a text message?

Speaker speaker\_2: It say, "You will be opting benefits within 30 days."

Speaker speaker\_1: Okay.

Speaker speaker\_2: How about that?

Speaker speaker\_1: What's the name? What's the name of the agency?

Speaker speaker\_2: It's called... Huh?

Speaker speaker\_1: I'm sorry, what's the name of the staffing agency you work for?

Speaker speaker\_2: I work for a company called Crown.

Speaker speaker\_1: Okay. So Crown Services will automatically enroll you into one of the medical plans they offer, unless you opt out beforehand.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Are you wanting to opt out of that?

Speaker speaker\_2: No.

Speaker speaker\_1: Okay. Do you need help with anything else?

Speaker speaker\_2: No, this is...