

## **Transcript: VICTORIA**

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### **Full Transcript**

Thank you for calling Benefits in a Card. This is Victoria. How can I help you? Uh, my name is Elijah Thompson. I was calling because y'all sent me a text message. Okay. Uh, what did the text say? It says, "Congratulations on your job with Surge. You will be auto, auto enrolled in MEC..." Then it said, "T," with T, "TeleRx." It say, "T-E-L-E-R-X within 30 days," and it said, "Call BIC to make a, uh, change before the window close." I'm just trying to find out what, what does it mean? So, what's the name of the agency that you work through? Um, I don't even think I'm working through a agency. I think I signed up through y'all through Indeed. Like, I think I... My application that I, uh, applied for, I think it was through Indeed. That's why I'm confused. Oh, okay. Um, so basically what we do here at Benefits in a Card is we administer medical insurance for, um, you know, more than a few different staffing agencies across the states. Um, but like I said, this is for the medical insurance, and according to that text message, it sounds like the medi- the staffing agency that you signed up for has medical insurance with us, and they automatically enrolled their new hires into one of the medical plans they offer. Um- Oh. ... I was just letting you know about that, and you do have the option to opt out. Um, otherwise f- Oh, okay. ... f Okay. Okay. Thank you. I, I'm only saying that because I currently applied for a, another job, and, uh, and, like, it just... I just thought that had something to do with that. You know what I'm saying? Yeah. No. Okay. We don't have anything to do with the actual job assignments. We just... Like I said, we just administer the medical insurance for multiple different staffing agencies. So it's just- Okay. ... specifically in regards to the medical insurance. So, I should call Surge, right? Yeah. I, I would probably call them to see if you've got a job, but if it's anything to do with like the medical insurance, like if you wanna opt out of it, you can do that with us. Okay. Or if you wanna enroll, you can do that with us as well. Um, either way- Okay. Thank you. ... I would... Keep in mind, like I said, if you do not opt out of the medical insurance, they will automatically enroll you into that if you end up working with them. Okay. All right. Thank you so much. I appreciate you. Yes, sir. You have a wonderful night. You have a blessed day. You t- Bye.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits in a Card. This is Victoria. How can I help you?

Speaker speaker\_1: Uh, my name is Elijah Thompson. I was calling because y'all sent me a text message.

Speaker speaker\_0: Okay. Uh, what did the text say?

Speaker speaker\_1: It says, "Congratulations on your job with Surge. You will be auto, auto enrolled in MEC..." Then it said, "T," with T, "TeleRx." It say, "T-E-L-E-R-X within 30 days," and it said, "Call BIC to make a, uh, change before the window close." I'm just trying to find out what, what does it mean?

Speaker speaker\_0: So, what's the name of the agency that you work through?

Speaker speaker\_1: Um, I don't even think I'm working through a agency. I think I signed up through y'all through Indeed. Like, I think I... My application that I, uh, applied for, I think it was through Indeed. That's why I'm confused.

Speaker speaker\_0: Oh, okay. Um, so basically what we do here at Benefits in a Card is we administer medical insurance for, um, you know, more than a few different staffing agencies across the states. Um, but like I said, this is for the medical insurance, and according to that text message, it sounds like the medi- the staffing agency that you signed up for has medical insurance with us, and they automatically enrolled their new hires into one of the medical plans they offer. Um-

Speaker speaker\_1: Oh.

Speaker speaker\_0: ... I was just letting you know about that, and you do have the option to opt out. Um, otherwise f-

Speaker speaker\_1: Oh, okay.

Speaker speaker\_0: ... f

Speaker speaker\_1: Okay. Okay. Thank you. I, I'm only saying that because I currently applied for a, another job, and, uh, and, like, it just... I just thought that had something to do with that. You know what I'm saying?

Speaker speaker\_0: Yeah. No.

Speaker speaker\_1: Okay.

Speaker speaker\_0: We don't have anything to do with the actual job assignments. We just... Like I said, we just administer the medical insurance for multiple different staffing agencies. So it's just-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... specifically in regards to the medical insurance.

Speaker speaker\_1: So, I should call Surge, right?

Speaker speaker\_0: Yeah. I, I would probably call them to see if you've got a job, but if it's anything to do with like the medical insurance, like if you wanna opt out of it, you can do that with us.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Or if you wanna enroll, you can do that with us as well. Um, either way-

Speaker speaker\_1: Okay. Thank you.

Speaker speaker\_0: ... I would... Keep in mind, like I said, if you do not opt out of the medical insurance, they will automatically enroll you into that if you end up working with them.

Speaker speaker\_1: Okay. All right. Thank you so much. I appreciate you.

Speaker speaker\_0: Yes, sir. You have a wonderful night.

Speaker speaker\_1: You have a blessed day.

Speaker speaker\_0: You t- Bye.