

## **Transcript: Justin**

**Mills-4998312116404224-5849603961044992**

### **Full Transcript**

Thank you for calling Benefits in a Card. This is Justin. How can I help you today? Yes. May I speak to BIC, please? Um, this is BIC, Benefits in a Card. How can I help you today? Oh, okay. I, I received a text message. I'm with Serge, and this is for, I guess, auto enroll in MEC <affirmative, TeleRx, and I was trying to see what the details were on the job. Um, so us at Benefits in a Card, we just deal with their health insurance. However, if you received a text message from them- Oh. ... that was congratulating you on a job with them and letting you know that you'd be automatically enrolled into a medical plan that was offered through them. Oh. So you have the option to accept it or pass on the benefit. Okay. Okay. Okay. Thank you. Thank you. I was just trying . You're welcome. All right. Thanks. Is there anything else I could help you out with today? Uh.

### **Conversation Format**

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

Speaker speaker\_1: Yes. May I speak to BIC, please?

Speaker speaker\_0: Um, this is BIC, Benefits in a Card. How can I help you today?

Speaker speaker\_1: Oh, okay. I, I received a text message. I'm with Serge, and this is for, I guess, auto enroll in MEC <affirmative, TeleRx, and I was trying to see what the details were on the job.

Speaker speaker\_0: Um, so us at Benefits in a Card, we just deal with their health insurance. However, if you received a text message from them-

Speaker speaker\_1: Oh.

Speaker speaker\_0: ... that was congratulating you on a job with them and letting you know that you'd be automatically enrolled into a medical plan that was offered through them.

Speaker speaker\_1: Oh.

Speaker speaker\_0: So you have the option to accept it or pass on the benefit.

Speaker speaker\_1: Okay. Okay. Okay. Thank you. Thank you. I was just trying .

Speaker speaker\_0: You're welcome.

Speaker speaker\_1: All right. Thanks.

Speaker speaker\_0: Is there anything else I could help you out with today?

Speaker speaker\_1: Uh.