

## **Transcript: Justin**

**Mills-5194377688301568-4635558419677184**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Uh, Justin, I don't know, maybe... I, I don't know. I was given this number by my staffing company and never told really what to do. Um, so us at Benefits and a Card, we're the benefit administrators for staffing agencies. Um, who's your employer, if you don't mind me asking? Surge Staffing. Okay. Well, I do know that Surge Staffing does automatically enroll their new hires into a medical plan usually 30 days after their first paycheck, so they probably gave you the number to call to opt out of the benefit if you didn't want it. Okay. No, I want the benefit. Okay. Well, since it's an automatic enrollment, you can disregard the text message or phone number they've provided you since you'll be automatically enrolled, okay? Thank you. You're welcome. You have a great day, okay? You too. All right.

### **Conversation Format**

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

Speaker speaker\_1: Thank you for calling Benefits and a Card. This is Justin. How can I help you today?

Speaker speaker\_2: Uh, Justin, I don't know, maybe... I, I don't know. I was given this number by my staffing company and never told really what to do.

Speaker speaker\_1: Um, so us at Benefits and a Card, we're the benefit administrators for staffing agencies. Um, who's your employer, if you don't mind me asking?

Speaker speaker\_2: Surge Staffing.

Speaker speaker\_1: Okay. Well, I do know that Surge Staffing does automatically enroll their new hires into a medical plan usually 30 days after their first paycheck, so they probably gave you the number to call to opt out of the benefit if you didn't want it.

Speaker speaker\_2: Okay. No, I want the benefit.

Speaker speaker\_1: Okay. Well, since it's an automatic enrollment, you can disregard the text message or phone number they've provided you since you'll be automatically enrolled, okay?

Speaker speaker\_2: Thank you.

Speaker speaker\_1: You're welcome. You have a great day, okay?

Speaker speaker\_2: You too.

Speaker speaker\_1: All right.