

Transcript: Justin

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Full Transcript

Thank you for calling Benefits in a Card. This is Justin. How can I help you today? Hello, good day. I got a text, um, about this. Um, so I went to check my email but I never received an email, so I'm calling to find out, like, what exactly this is about. Um, yeah, what's the staffing agency you work for? Um, it's Nor Staffing. Yeah. So the text message you probably received was just a courtesy reminder from Nor Staffing, um, letting you know that you were eligible to be enrolled into their health insurance, like medical, dental, vision benefits. So, like I said- Mm-hmm. ... it was just a courtesy reminder. O- okay. But, um, how do I enroll? Like, it's telling me about, you know, uh, regarding the transition of my benefits because, you know, I'm currently in, I think, the process to try to get trans- transferred full time to the company that I work for. So- Mm-hmm. ... I will probably be moving out of Nor Staffing, so I'm wondering, like, how does that work exactly? Um, so us at Benefits in a Card, we're just the benefit administrators for Nor Staffing. However, if you are- Mm-hmm. ... trying to get hired on full time, I would honestly reach out to that company that you're trying to get, uh, hired on full time with to see what their benefits are like and see what everything goes on with that. And, uh, there wouldn't be a thing where I could transfer with the Nor Staffing benefits to that company? Uh, no. Honestly, we don't have that telephone number. Um, but we, we deal with a bunch of Nor Staffing clients, meaning all- Okay. ... over the United States, so sh- we really don't have the, like, an exact branch number, if that makes any sense. Okay. Um, because the link that they provided doesn't... Oh, it works now. I guess the site was probably down before. Okay. Well, I guess I will try to, like, reach out to them and see when this is all out. Okay. Well- Well, I'll pass on that. ... is there anything else I can help you with all this today? No, that's all. That's it. Thank you very much. You're welcome. You have a great day, okay? You too.

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: Hello, good day. I got a text, um, about this. Um, so I went to check my email but I never received an email, so I'm calling to find out, like, what exactly this is about.

Speaker speaker_0: Um, yeah, what's the staffing agency you work for?

Speaker speaker_1: Um, it's Nor Staffing.

Speaker speaker_0: Yeah. So the text message you probably received was just a courtesy reminder from Nor Staffing, um, letting you know that you were eligible to be enrolled into their health insurance, like medical, dental, vision benefits. So, like I said-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... it was just a courtesy reminder.

Speaker speaker_1: O- okay. But, um, how do I enroll? Like, it's telling me about, you know, uh, regarding the transition of my benefits because, you know, I'm currently in, I think, the process to try to get trans- transferred full time to the company that I work for. So-

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: ... I will probably be moving out of Nor Staffing, so I'm wondering, like, how does that work exactly?

Speaker speaker_0: Um, so us at Benefits in a Card, we're just the benefit administrators for Nor Staffing. However, if you are-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... trying to get hired on full time, I would honestly reach out to that company that you're trying to get, uh, hired on full time with to see what their benefits are like and see what everything goes on with that.

Speaker speaker_1: And, uh, there wouldn't be a thing where I could transfer with the Nor Staffing benefits to that company?

Speaker speaker_0: Uh, no. Honestly, we don't have that telephone number. Um, but we, we deal with a bunch of Nor Staffing clients, meaning all-

Speaker speaker_1: Okay.

Speaker speaker_0: ... over the United States, so sh- we really don't have the, like, an exact branch number, if that makes any sense.

Speaker speaker_1: Okay. Um, because the link that they provided doesn't... Oh, it works now. I guess the site was probably down before. Okay. Well, I guess I will try to, like, reach out to them and see when this is all out.

Speaker speaker_0: Okay. Well-

Speaker speaker_1: Well, I'll pass on that.

Speaker speaker_0: ... is there anything else I can help you with all this today?

Speaker speaker_1: No, that's all. That's it. Thank you very much.

Speaker speaker_0: You're welcome. You have a great day, okay?

Speaker speaker_1: You too.