

## Transcript: Justin

**Mills-6180890569293824-4683383766990848**

### Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. This is Justin. How can I help you today? Um, I'm calling 'cause I'm, I'm getting enrolled to this job and I was trying to see if, like, can I just wait for the three months to get hired then? Um, us at Benefits in a Card, we're the benefit administrators for staffing agencies, so we deal with health insurance, um, so I don't... honestly, don't know what you're talking about regarding waiting three months. For what? Oh, no, 'cause um, I'm through a agency. Okay. What's the name of that staffing agency that you work for? Surge. Surge Staffing. Okay. Did you want to enroll into their benefits or did you wanna opt out of their benefits? Oh, okay, I get it now. This is through the agency. This is- Correct. ... the benefits for the agency. Correct. Yes, sir. Oh, okay, okay. My bad. I'll call the agency now. No worries. You have a wonderful day, okay? You too. Have a good one. All right. Bye-bye.

### Conversation Format

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

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

Speaker speaker\_2: Um, I'm calling 'cause I'm, I'm getting enrolled to this job and I was trying to see if, like, can I just wait for the three months to get hired then?

Speaker speaker\_1: Um, us at Benefits in a Card, we're the benefit administrators for staffing agencies, so we deal with health insurance, um, so I don't... honestly, don't know what you're talking about regarding waiting three months. For what?

Speaker speaker\_2: Oh, no, 'cause um, I'm through a agency.

Speaker speaker\_1: Okay. What's the name of that staffing agency that you work for?

Speaker speaker\_2: Surge. Surge Staffing.

Speaker speaker\_1: Okay. Did you want to enroll into their benefits or did you wanna opt out of their benefits?

Speaker speaker\_2: Oh, okay, I get it now. This is through the agency. This is-

Speaker speaker\_1: Correct.

Speaker speaker\_2: ... the benefits for the agency.

Speaker speaker\_1: Correct. Yes, sir.

Speaker speaker\_2: Oh, okay, okay. My bad. I'll call the agency now.

Speaker speaker\_1: No worries. You have a wonderful day, okay?

Speaker speaker\_2: You too. Have a good one.

Speaker speaker\_1: All right. Bye-bye.