

## **Transcript: Pamela**

**Blanc-5212143918825472-5143979835047936**

### **Full Transcript**

Thank you for calling Benefits 10 Accords. This is Pamela speaking. How may I help you? Hey, how you doing? I could barely hear you, sir. Oh, you said that ... I said, "How are you doing?" Can you hear me now? Yes. How are you, sir? I'm all right. I was sent an email talking about, something about benefits for my first payday. Okay. So we are the administrator for health insurance for different staffing agency, so you might... They might letting you know that, um, that you're going to be auto-enrolled or what the a- the email actually says? It says I have 30 days from my first paycheck date to enroll in insurance. Mm-hmm. And what's the staffing agency that you work for? HHS. Okay. So, um, they do offer medical plans to their employers, employees, um. These insurances are not like the major insurance. They already have a set amount that the insurance going to pay. Anything above that amount will be your responsibility. Are you interested in enrolling in the benefit, sir? How much is the... How much is this premium? It all depends in what the plan that you choose. Did they send you a- Okay. W- ... link where it says "Speak to a benefit guide"? No. Um- Oh, okay. I'm going to look at the link and then I'll call back. Okay. No problem. We're here from 8:00 AM to 8:00 PM Eastern.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits 10 Accords. This is Pamela speaking. How may I help you?

Speaker speaker\_1: Hey, how you doing?

Speaker speaker\_0: I could barely hear you, sir.

Speaker speaker\_1: Oh, you said that ... I said, "How are you doing?" Can you hear me now?

Speaker speaker\_0: Yes. How are you, sir?

Speaker speaker\_1: I'm all right. I was sent an email talking about, something about benefits for my first payday.

Speaker speaker\_0: Okay. So we are the administrator for health insurance for different staffing agency, so you might... They might letting you know that, um, that you're going to be auto-enrolled or what the a- the email actually says?

Speaker speaker\_1: It says I have 30 days from my first paycheck date to enroll in insurance.

Speaker speaker\_0: Mm-hmm. And what's the staffing agency that you work for?

Speaker speaker\_1: HHS.

Speaker speaker\_0: Okay. So, um, they do offer medical plans to their employers, employees, um. These insurances are not like the major insurance. They already have a set amount that the insurance going to pay. Anything above that amount will be your responsibility. Are you interested in enrolling in the benefit, sir?

Speaker speaker\_1: How much is the... How much is this premium?

Speaker speaker\_0: It all depends in what the plan that you choose. Did they send you a-

Speaker speaker\_1: Okay. W-

Speaker speaker\_0: ... link where it says "Speak to a benefit guide"?

Speaker speaker\_1: No.

Speaker speaker\_0: Um-

Speaker speaker\_1: Oh, okay. I'm going to look at the link and then I'll call back.

Speaker speaker\_0: Okay. No problem. We're here from 8:00 AM to 8:00 PM Eastern.