

## Transcript: Pamela

**Blanc-5298779914944512-6042290293489664**

### Full Transcript

Thank you for calling for Benefits in a Card. This is Thelma speaking. How may I help you? Good morning, Miss Thelma. How you doing? Good, and you, ma'am? I'm all right. I don't know if this was a random text or what, but I got a text saying, um, "Congrats, congrats on your job with ATC." Okay. So we are the administrator for health insurance for different staffing agency, ATC is one of them. Um, they're just letting you know that you're co-enrolled in the benefits with them. No- Which- ... I did not enroll in anything. Um, I- So I'm just- ... just got a... I just got hired ain't too long ago with CareerBuilders and I- So what- ... took on the pay... I'm sorry. What I'm... No, so it's okay. What I'm saying is that you are eligible to enroll if you would like to. Oh, no, thank you. I have insurance. Let me double check here that ATC doesn't do it. Yeah. No, um, no problem. That's the reason they sent you the... Okay. Well, okay. All right. Anything else I could do for you, ma'am? No, no, no, thank you. That will be it. All right. Okay. Thank you for giving us a call. Have a great rest of the day. You too. Bye-bye.

### Conversation Format

Speaker speaker\_0: Thank you for calling for Benefits in a Card. This is Thelma speaking. How may I help you?

Speaker speaker\_1: Good morning, Miss Thelma. How you doing?

Speaker speaker\_0: Good, and you, ma'am?

Speaker speaker\_1: I'm all right. I don't know if this was a random text or what, but I got a text saying, um, "Congrats, congrats on your job with ATC."

Speaker speaker\_0: Okay. So we are the administrator for health insurance for different staffing agency, ATC is one of them. Um, they're just letting you know that you're co-enrolled in the benefits with them.

Speaker speaker\_1: No-

Speaker speaker\_0: Which-

Speaker speaker\_1: ... I did not enroll in anything. Um, I-

Speaker speaker\_0: So I'm just-

Speaker speaker\_1: ... just got a... I just got hired ain't too long ago with CareerBuilders and I-

Speaker speaker\_0: So what-

Speaker speaker\_1: ... took on the pay... I'm sorry.

Speaker speaker\_0: What I'm... No, so it's okay. What I'm saying is that you are eligible to enroll if you would like to.

Speaker speaker\_1: Oh, no, thank you. I have insurance.

Speaker speaker\_0: Let me double check here that ATC doesn't do it. Yeah. No, um, no problem. That's the reason they sent you the...

Speaker speaker\_1: Okay. Well, okay.

Speaker speaker\_0: All right. Anything else I could do for you, ma'am?

Speaker speaker\_1: No, no, no, thank you. That will be it.

Speaker speaker\_0: All right.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Thank you for giving us a call. Have a great rest of the day.

Speaker speaker\_1: You too. Bye-bye.