

## **Transcript: Pamela**

**Blanc-5825330475384832-5837017484050432**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card, this is Pamela speaking. How may I help you? Uh, yes, um, I was just wondering what exactly this is. I got a text message 'cause I work for HD Staffing. Okay. So we are the administrator for health insurance for the staffing agency and, um, they probably letting you know that you could enroll in the health benefits. How long you been working for them you said? Like right at three weeks. Okay, so they give you 30 days to enroll from your first paycheck and, um, they send you texts to remind you in case you want to enroll. It's not mandatory though. Okay, does it cost, um, do they, does it cost money out of your checks or something? Yes, you will pay for it and they will deduct it out of your paycheck. Oh, there's a different, um... Well, I can't log into my account on HD, I was gonna try to contact them but, um, is there different plans or something available? Is that what it is? Yes. Okay, well, I'll, I will keep that in mind and I'll call you all back after I talk to them anyways about being able to log into my account. No problem. We're here from 8:00 AM to 8:00 PM Eastern Time, Monday to Friday. Thank you. Thank you for giving us a call today have a great rest of the day. You too ma'am, bye-bye. 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 Pamela speaking. How may I help you?

Speaker speaker\_2: Uh, yes, um, I was just wondering what exactly this is. I got a text message 'cause I work for HD Staffing.

Speaker speaker\_1: Okay. So we are the administrator for health insurance for the staffing agency and, um, they probably letting you know that you could enroll in the health benefits. How long you been working for them you said?

Speaker speaker\_2: Like right at three weeks.

Speaker speaker\_1: Okay, so they give you 30 days to enroll from your first paycheck and, um, they send you texts to remind you in case you want to enroll. It's not mandatory though.

Speaker speaker\_2: Okay, does it cost, um, do they, does it cost money out of your checks or something?

Speaker speaker\_1: Yes, you will pay for it and they will deduct it out of your paycheck.

Speaker speaker\_2: Oh, there's a different, um... Well, I can't log into my account on HD, I was gonna try to contact them but, um, is there different plans or something available? Is that what it is?

Speaker speaker\_1: Yes.

Speaker speaker\_2: Okay, well, I'll, I will keep that in mind and I'll call you all back after I talk to them anyways about being able to log into my account.

Speaker speaker\_1: No problem. We're here from 8:00 AM to 8:00 PM Eastern Time, Monday to Friday.

Speaker speaker\_2: Thank you.

Speaker speaker\_1: Thank you for giving us a call today have a great rest of the day.

Speaker speaker\_2: You too ma'am, bye-bye.

Speaker speaker\_1: Bye-bye.