

## **Transcript: VICTORIA**

**Taylor-4808575239012352-4714397276520448**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card,. This is Victoria. How can I help you? Um, hi. My name is Cornell Nez. I received a, a message, text message from you guys saying that I have 30 days from my first paycheck to enroll in something. I'm trying to figure out what's that about. Uh, this is for medical insurance if you work through, like, a staffing or a temp agency. Is this for medical insurance? Yes. Medical insurance if you work through a staffing or temp agency. I mean, I'm working through a temp agency, but it's only been a few days. Are you trying to get me to apply for, like, healthcare or something? I don't understand. Yes, sir. This is for the medical insurance that they offer. So they... Depending on the employer at the staffing agency that you work for- Uh-huh. ... they give you 30 days from the date of your first check to get enrolled into benefits. And I know some of our clients will automatically enroll members into one of the plans unless you opt out. Oh, okay. I was trying to- What's the name of the agency you're, you're working through? So is this something I have to do? Not necessarily. But like I said, some of our clients will automatically enroll you into coverage. What's the name of the agency that you work for? Um, I would have to look through my messages again. I'm actually at work now. I just seen this message, so I'll have to give you guys a call at another time. Okay. That's fine. Um, like I said, it... We just work for a couple different staffing agencies across the states, and I know some of them will automatically enroll members into one of the plans that they offer unless you opt out beforehand. Um, so I would just look that over and then give us a call back so we can verify if your employer automatically enrolls you. If you're not wanting it, we can opt you out from there. Okay. Thank you. You're welcome. Bye-bye. Sure.

### **Conversation Format**

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

Speaker speaker\_1: Thank you for calling Benefits on a Card,. This is Victoria. How can I help you?

Speaker speaker\_2: Um, hi. My name is Cornell Nez. I received a, a message, text message from you guys saying that I have 30 days from my first paycheck to enroll in something. I'm trying to figure out what's that about.

Speaker speaker\_1: Uh, this is for medical insurance if you work through, like, a staffing or a temp agency.

Speaker speaker\_2: Is this for medical insurance?

Speaker speaker\_1: Yes. Medical insurance if you work through a staffing or temp agency.

Speaker speaker\_2: I mean, I'm working through a temp agency, but it's only been a few days. Are you trying to get me to apply for, like, healthcare or something? I don't understand.

Speaker speaker\_1: Yes, sir. This is for the medical insurance that they offer. So they... Depending on the employer at the staffing agency that you work for-

Speaker speaker\_2: Uh-huh.

Speaker speaker\_1: ... they give you 30 days from the date of your first check to get enrolled into benefits. And I know some of our clients will automatically enroll members into one of the plans unless you opt out.

Speaker speaker\_2: Oh, okay. I was trying to-

Speaker speaker\_1: What's the name of the agency you're, you're working through?

Speaker speaker\_2: So is this something I have to do?

Speaker speaker\_1: Not necessarily. But like I said, some of our clients will automatically enroll you into coverage. What's the name of the agency that you work for?

Speaker speaker\_2: Um, I would have to look through my messages again. I'm actually at work now. I just seen this message, so I'll have to give you guys a call at another time.

Speaker speaker\_1: Okay. That's fine. Um, like I said, it... We just work for a couple different staffing agencies across the states, and I know some of them will automatically enroll members into one of the plans that they offer unless you opt out beforehand. Um, so I would just look that over and then give us a call back so we can verify if your employer automatically enrolls you. If you're not wanting it, we can opt you out from there.

Speaker speaker\_2: Okay. Thank you.

Speaker speaker\_1: You're welcome. Bye-bye.

Speaker speaker\_2: Sure.