

## **Transcript: VICTORIA**

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### **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? Yes, I was trying to see, um, what these, w- why did I get a text message? Uh, we, here at Benefits on a Card, we administer medical insurance for staffing agencies. Do you happen to work through, like, a staffing or temp agency? Yes. Okay. What's the name of the agency? Surge Staffing. Gotcha. Um, I know Surge Staffing will automatically enroll members into one of the medical plans unless you opt out beforehand. Okay. So this is not like my pay card? No, ma'am. This is just for the medical insurance they offer. Okay. All right. Did you want to opt out of the medical insurance? Um, no, I was just trying to see why did I receive a text message, 'cause I, um, I thought you do the medical insurance through the job, but you said through Surge. Yeah. So, a- again, Surge Staffing will automatically enroll you into one of the medical plans unless you opt out beforehand. Okay. So... Okay.

### **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: Yes, I was trying to see, um, what these, w- why did I get a text message?

Speaker speaker\_1: Uh, we, here at Benefits on a Card, we administer medical insurance for staffing agencies. Do you happen to work through, like, a staffing or temp agency?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Okay. What's the name of the agency?

Speaker speaker\_2: Surge Staffing.

Speaker speaker\_1: Gotcha. Um, I know Surge Staffing will automatically enroll members into one of the medical plans unless you opt out beforehand.

Speaker speaker\_2: Okay. So this is not like my pay card?

Speaker speaker\_1: No, ma'am. This is just for the medical insurance they offer.

Speaker speaker\_2: Okay. All right.

Speaker speaker\_1: Did you want to opt out of the medical insurance?

Speaker speaker\_2: Um, no, I was just trying to see why did I receive a text message, 'cause I, um, I thought you do the medical insurance through the job, but you said through Surge.

Speaker speaker\_1: Yeah. So, a- again, Surge Staffing will automatically enroll you into one of the medical plans unless you opt out beforehand.

Speaker speaker\_2: Okay. So... Okay.