

Transcript: VICTORIA

Taylor-5280418500231168-6112463757557760

Full Transcript

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? I just got a text saying, um, I got accepted for a job and to call this number. Okay. What's the name of the staffing agency you're working through? Serge. Okay. So we administer the medical insurance for them, um, and I know that Serge Staffing will automatically enroll you into one of their medical plans unless you opt out beforehand. Mm-hmm. Well, I was just called... I don't know anything, like they didn't even call me and say if I wanted to apply or not. So I just got the text message like, they say call big and then it said the number to make changes. I just, I wanted to know if you could like answer like, well, so like tell me anything about the job? We don't handle it. Or would I have to call

Conversation Format

Speaker speaker_0: Thank you for calling Benefits on a Card. This is Victoria. How can I help you?

Speaker speaker_1: I just got a text saying, um, I got accepted for a job and to call this number.

Speaker speaker_0: Okay. What's the name of the staffing agency you're working through?

Speaker speaker_1: Serge.

Speaker speaker_0: Okay. So we administer the medical insurance for them, um, and I know that Serge Staffing will automatically enroll you into one of their medical plans unless you opt out beforehand.

Speaker speaker_1: Mm-hmm. Well, I was just called... I don't know anything, like they didn't even call me and say if I wanted to apply or not. So I just got the text message like, they say call big and then it said the number to make changes. I just, I wanted to know if you could like answer like, well, so like tell me anything about the job?

Speaker speaker_0: We don't handle it.

Speaker speaker_1: Or would I have to call