

## Transcript: VICTORIA

**Taylor-5296523385552896-5686675664584704**

### 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? Good afternoon, Victoria. How you doing? Good. How are you? I'm good. I'm good. Uh, I keep getting this message from, uh, from this number about some benefits or something like that. What, what, what's that about? This is for medical insurance if you work through, like, a staffing or temp agency. Okay, uh, another question, is that mandatory? Um, I know some of our... Some of the staffing agencies we... Goodness gracious, I can't speak. Some of the agencies we work for will automatically enroll members into coverage unless they opt out. So what's the name of the agency you work for? Uh, Partner Personnel. I don't... Let me double check. I don't believe it's mandatory. Sure. No, they... It's not mandatory, and they don't automatically enroll you into anything. So this is just if you're wanting to enroll. Oh, okay, 'cause I keep getting the message, and I'm like, I, I, I don't, I don't want to do that. Um. Okay. Okay. I have another question. What are the hours? Like, how long do we have to be with the agency before the company can hire, hires, uh, us on? That, I don't know. You'll have to speak to your agency directly. We just administer the medical insurance for staffing agencies. Gotcha. All right, great. Thank you. You're welcome. Have a good day. You too. Thank you. 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 on a Card. This is Victoria. How can I help you?

Speaker speaker\_2: Good afternoon, Victoria. How you doing?

Speaker speaker\_1: Good. How are you?

Speaker speaker\_2: I'm good. I'm good. Uh, I keep getting this message from, uh, from this number about some benefits or something like that. What, what, what's that about?

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

Speaker speaker\_2: Okay, uh, another question, is that mandatory?

Speaker speaker\_1: Um, I know some of our... Some of the staffing agencies we... Goodness gracious, I can't speak. Some of the agencies we work for will automatically enroll members

into coverage unless they opt out. So what's the name of the agency you work for?

Speaker speaker\_2: Uh, Partner Personnel.

Speaker speaker\_1: I don't... Let me double check. I don't believe it's mandatory.

Speaker speaker\_2: Sure.

Speaker speaker\_1: No, they... It's not mandatory, and they don't automatically enroll you into anything. So this is just if you're wanting to enroll.

Speaker speaker\_2: Oh, okay, 'cause I keep getting the message, and I'm like, I, I, I don't, I don't want to do that. Um.

Speaker speaker\_1: Okay.

Speaker speaker\_2: Okay. I have another question. What are the hours? Like, how long do we have to be with the agency before the company can hire, hires, uh, us on?

Speaker speaker\_1: That, I don't know. You'll have to speak to your agency directly. We just administer the medical insurance for staffing agencies.

Speaker speaker\_2: Gotcha. All right, great. Thank you.

Speaker speaker\_1: You're welcome. Have a good day.

Speaker speaker\_2: You too.

Speaker speaker\_1: Thank you. Bye-bye.