

## **Transcript: VICTORIA**

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### **Full Transcript**

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? I got a team business, man. Uh, call y'all, uh, call I'm sorry? I got two, uh, teammates with me. I tell 'em call y'all. Okay. Do you work through like a staffing or a temp agency? Yeah, Surge. Surge, Surge Staffing? Yeah. Okay. So we administer, uh, their medical insurance. Um, and I know that they will automatically enroll members into one of the medical plans they offer unless you opt out beforehand. Are you a new hire with them? No, no. Not at all. Okay. Do you know... What did the text message say?

### **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 got a team business, man. Uh, call y'all, uh, call

Speaker speaker\_2: I'm sorry?

Speaker speaker\_1: I got two, uh, teammates with me. I tell 'em call y'all.

Speaker speaker\_2: Okay. Do you work through like a staffing or a temp agency?

Speaker speaker\_1: Yeah, Surge.

Speaker speaker\_2: Surge, Surge Staffing?

Speaker speaker\_1: Yeah.

Speaker speaker\_2: Okay. So we administer, uh, their medical insurance. Um, and I know that they will automatically enroll members into one of the medical plans they offer unless you opt out beforehand. Are you a new hire with them?

Speaker speaker\_1: No, no. Not at all.

Speaker speaker\_2: Okay. Do you know... What did the text message say?