

## **Transcript: VICTORIA**

**Taylor-5468992223264768-6512537877037056**

### **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? Yeah. My name is Dasan Nicks and I'm a employee for you guys, and I got a text talking about benefit enrollment. Okay. What's the name of the agency you work for? Associate Staff for Midland Molding in Kearney, Nebraska. Is that the name of the, like the staffing agency you're going through? No, staffing agency is Associate Staff. Associate Staffing? Yeah, in Kearney. Okay. And are you a new hire with them? No. I've been with them for five years. Okay. Um, let's see. Okay, so it looks like they are in a open enrollment period, uh, so this is just for the medical insurance that they offer. Are you wanting to get enrolled? No. Okay. Uh, you don't have to. It, the message is just letting you know that the open enrollment just started today, so if you're wanting to enroll you can do so, but otherwise you don't have to. Does it come out of my check? If you're not enrolling nothing would be coming out of your check, no. Oh, okay. Yeah. I, I, I could pass on that. Okay. There's no, there's nothing you need to do on your end. Did you have any other questions for me? No, ma'am. That's it. Okay. You have a wonderful day. You too, now. Bye. 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: Yeah. My name is Dasan Nicks and I'm a employee for you guys, and I got a text talking about benefit enrollment.

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

Speaker speaker\_2: Associate Staff for Midland Molding in Kearney, Nebraska.

Speaker speaker\_1: Is that the name of the, like the staffing agency you're going through?

Speaker speaker\_2: No, staffing agency is Associate Staff.

Speaker speaker\_1: Associate Staffing?

Speaker speaker\_2: Yeah, in Kearney.

Speaker speaker\_1: Okay. And are you a new hire with them?

Speaker speaker\_2: No. I've been with them for five years.

Speaker speaker\_1: Okay. Um, let's see. Okay, so it looks like they are in a open enrollment period, uh, so this is just for the medical insurance that they offer. Are you wanting to get enrolled?

Speaker speaker\_2: No.

Speaker speaker\_1: Okay. Uh, you don't have to. It, the message is just letting you know that the open enrollment just started today, so if you're wanting to enroll you can do so, but otherwise you don't have to.

Speaker speaker\_2: Does it come out of my check?

Speaker speaker\_1: If you're not enrolling nothing would be coming out of your check, no.

Speaker speaker\_2: Oh, okay. Yeah. I, I, I could pass on that.

Speaker speaker\_1: Okay. There's no, there's nothing you need to do on your end. Did you have any other questions for me?

Speaker speaker\_2: No, ma'am. That's it.

Speaker speaker\_1: Okay. You have a wonderful day.

Speaker speaker\_2: You too, now. Bye.

Speaker speaker\_1: Bye-bye.