

## **Transcript: VICTORIA**

**Taylor-5654315703779328-5079721758474240**

### **Full Transcript**

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Good morning. Hi. Um- How can I help you? Okay, um, this is the mother of she received a message about the job. She wanna know if, uh, if you can enroll now or another day. Okay, so, um, this is for medical insurance if you work through a staffing or temp agency. Okay. So we don't- Then- ... handle the job assignments. This is just for the medical insurance they offer. Oh, okay. Um, if she, if she receive a message by the way, by the way, she asked me to call for her tomorrow or the other day. Okay, what's the name of the staffing agency she works for? Uh, what's the name of the, uh, agency you work for? I think it's Fish. I think it's Fish. Okay, yeah, the... So we administer the medical insurance that Surge Staffing offers and they will automatically enroll her into one of the medical plans unless she opts out beforehand. Oh, okay. No problem. All right. Yeah, but for information on the actual job, she will need to reach out to Surge directly. Okay, no problem. All righty. Do you need help with anything else? How many things? I'm sorry? You say how ma- You say how many thing? Uh, I'm sorry, I'm not understanding. No, I don't, I don't hear what you're saying. I was asking if you guys needed help with anything else. Uh, no. Only- Okay. ... you wanna move. Yeah, okay. All right. So again, for, for work, for the job assignments, you'll need to reach out to Surge Staffing directly. Okay, no problem. Okay, you have a wonderful- Okay. ... day. Have a good day. All right. Bye-bye. Yeah.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits on a Card. This is Victoria. How can I help you?

Speaker speaker\_1: Good morning.

Speaker speaker\_0: Hi.

Speaker speaker\_1: Um-

Speaker speaker\_0: How can I help you?

Speaker speaker\_1: Okay, um, this is the mother of she received a message about the job. She wanna know if, uh, if you can enroll now or another day.

Speaker speaker\_0: Okay, so, um, this is for medical insurance if you work through a staffing or temp agency.

Speaker speaker\_1: Okay.

Speaker speaker\_0: So we don't-

Speaker speaker\_1: Then-

Speaker speaker\_0: ... handle the job assignments. This is just for the medical insurance they offer.

Speaker speaker\_1: Oh, okay. Um, if she, if she receive a message by the way, by the way, she asked me to call for her tomorrow or the other day.

Speaker speaker\_0: Okay, what's the name of the staffing agency she works for?

Speaker speaker\_1: Uh, what's the name of the, uh, agency you work for? I think it's Fish. I think it's Fish.

Speaker speaker\_0: Okay, yeah, the... So we administer the medical insurance that Surge Staffing offers and they will automatically enroll her into one of the medical plans unless she opts out beforehand.

Speaker speaker\_1: Oh, okay. No problem. All right.

Speaker speaker\_0: Yeah, but for information on the actual job, she will need to reach out to Surge directly.

Speaker speaker\_1: Okay, no problem.

Speaker speaker\_0: All righty. Do you need help with anything else?

Speaker speaker\_1: How many things?

Speaker speaker\_0: I'm sorry?

Speaker speaker\_1: You say how ma- You say how many thing?

Speaker speaker\_0: Uh, I'm sorry, I'm not understanding.

Speaker speaker\_1: No, I don't, I don't hear what you're saying.

Speaker speaker\_0: I was asking if you guys needed help with anything else.

Speaker speaker\_1: Uh, no. Only-

Speaker speaker\_0: Okay.

Speaker speaker\_1: ... you wanna move. Yeah, okay. All right.

Speaker speaker\_0: So again, for, for work, for the job assignments, you'll need to reach out to Surge Staffing directly.

Speaker speaker\_1: Okay, no problem.

Speaker speaker\_0: Okay, you have a wonderful-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... day.

Speaker speaker\_1: Have a good day. All right.

Speaker speaker\_0: Bye-bye.

Speaker speaker\_1: Yeah.