

## **Transcript: VICTORIA**

**Taylor-5820237647364096-4697480868052992**

### **Full Transcript**

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Yes, I had a missed call and that did leave me a voicemail and I was return the call back. Okay. What's the, uh, name of the agency you work for? A the what like the staffing company? Yes, the, the name of the staffing agency you're going through. Surge Staffing. And the last four of your social? It, it's something about a Benefits Card. I don't know that, I've never heard of that. Yes, ma'am. We, we administer medical insurance for Surge Staffing. Now if you're a new hire with them, they do automatically enroll you into one of the plans unless you opt out beforehand. Oh, oh, oh, yeah. I, yeah, I, I but I don't know, I'm, I'm not even with that company anymore. But thank you anyway. Okay. Okay, so in order-

### **Conversation Format**

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

Speaker speaker\_1: Yes, I had a missed call and that did leave me a voicemail and I was return the call back.

Speaker speaker\_0: Okay. What's the, uh, name of the agency you work for?

Speaker speaker\_1: A the what like the staffing company?

Speaker speaker\_0: Yes, the, the name of the staffing agency you're going through.

Speaker speaker\_1: Surge Staffing.

Speaker speaker\_0: And the last four of your social?

Speaker speaker\_1: It, it's something about a Benefits Card. I don't know that, I've never heard of that.

Speaker speaker\_0: Yes, ma'am. We, we administer medical insurance for Surge Staffing. Now if you're a new hire with them, they do automatically enroll you into one of the plans unless you opt out beforehand.

Speaker speaker\_1: Oh, oh, oh, yeah. I, yeah, I, I but I don't know, I'm, I'm not even with that company anymore. But thank you anyway.

Speaker speaker\_0: Okay. Okay, so in order-