

## Transcript: VICTORIA

**Taylor-5911644493889536-6531167219662848**

### Full Transcript

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Yeah. I just received a text from you. Um, I was wondering what the text was about. I guess it's about the, uh, the W-2 form with it? Um, I'm not aware of th- th- this is, uh, for benefits if you worked through like a staffing or a temp agency. I did. That's what I did. I w- I worked at Noah Staffing. Okay. Um, I believe it's just for the, the medical insurance. Give me one second. What exactly did the, uh, text message say? Oh, the message says, uh, "Noah Staffing employee important reminder to review the email received regarding the transi- or the transition of your benefit, the effective date, uh, 2/23/2025. If you have not received the email or if you have questions, contact Benefits in a Card," and it gave your number. Okay, let me try and pull up your file. So, last, what are your social? Yeah, the- what? Oh, oh, um, 46-4577. And your first, last name? My what? Your first and last name? Collins. Okay, let's see. You said first name is? Arthur. Okay, I'm sorry. Your phone's just going in and out. Do you mind verifying your address and date of birth? Yeah, this is correct. This, it, it was, it was 385 Fort Washington. Now it's 645 Fort Washington, 92057. Okay, so it looks like I have the 385 Fort Washington. That needs to be updated you said? Yeah, for it's, now it's, it's 645 Fort Washington, Apartment 6B. All right, so 645 Fort Washington, Apartment 6B, New York, New York 1003? Yeah. No, no, 10032. It used to be 33, now it's 32. Okay, gotcha. And then phone number 929-62, or 662-0103. Right. Okay. Um, I don't see that you're enrolled into anything. Are you wanting to enroll into medical insurance? No, not necessarily because they, they, you just contact me out of nowhere and said, um, you know, a reminder. I have no knowledge of who you are or nothing. It, it says Noah Staffing. I'm thinking that, I'm thinking that you part of Noah. I don't know if you're not part of Noah. Yeah, so we're the Benefits on a Card. Oh, you're not part of Noah? So, we administer your staffing agency. Oh. We're not Noah Staffing. We're their Benefits Administrator. Oh, I see now. There's been a number of us at the end of the year. So, different, they, different companies got their numbers. I, I understand now. I see what it is now. I see. I never, I never heard of you guys. I don't know how you got my address and all that. That's crazy. Yeah, so again, we administer medical insurance for Noah Staffing Group now. So, because you're with Noah Staffing Group, that's how we got your information. Right. Wow, man, they, they, they giving out this information to people without their consent. It's almost like a, it's like all kind of insurance companies be calling you and all that, you know? That's crazy, man. Unbelievable. Yeah, so I mean, we, again, we administer the medical insurance being offered through the staffing agency to their employees, so this is just if you're interested in the benefits. If you're not, that's totally fine, but we, I mean, it, it is being offered, so if you... through us. Oh, thank you. Um, 'cause I got, I already got medical insurance? . Okay, that- that's- And- That's completely fine if you have coverage elsewhere. Again, this is just something- Okay. ... that's being offered through your staffing agency. Okay, thank you.

You're welcome. Have a good day. You too.

## Conversation Format

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

Speaker speaker\_1: Yeah. I just received a text from you. Um, I was wondering what the text was about. I guess it's about the, uh, the W-2 form with it?

Speaker speaker\_0: Um, I'm not aware of th- th- this is, uh, for benefits if you worked through like a staffing or a temp agency.

Speaker speaker\_1: I did. That's what I did. I w- I worked at Noah Staffing.

Speaker speaker\_0: Okay. Um, I believe it's just for the, the medical insurance. Give me one second. What exactly did the, uh, text message say?

Speaker speaker\_1: Oh, the message says, uh, "Noah Staffing employee important reminder to review the email received regarding the transi- or the transition of your benefit, the effective date, uh, 2/23/2025. If you have not received the email or if you have questions, contact Benefits in a Card," and it gave your number.

Speaker speaker\_0: Okay, let me try and pull up your file. So, last, what are your social?

Speaker speaker\_1: Yeah, the- what? Oh, oh, um, 46-4577.

Speaker speaker\_0: And your first, last name?

Speaker speaker\_1: My what?

Speaker speaker\_0: Your first and last name?

Speaker speaker\_1: Collins.

Speaker speaker\_0: Okay, let's see. You said first name is?

Speaker speaker\_1: Arthur.

Speaker speaker\_0: Okay, I'm sorry. Your phone's just going in and out. Do you mind verifying your address and date of birth?

Speaker speaker\_1: Yeah, this is correct. This, it, it was, it was 385 Fort Washington. Now it's 645 Fort Washington, 92057.

Speaker speaker\_0: Okay, so it looks like I have the 385 Fort Washington. That needs to be updated you said?

Speaker speaker\_1: Yeah, for it's, now it's, it's 645 Fort Washington, Apartment 6B.

Speaker speaker\_0: All right, so 645 Fort Washington, Apartment 6B, New York, New York 1003?

Speaker speaker\_1: Yeah. No, no, 10032. It used to be 33, now it's 32.

Speaker speaker\_0: Okay, gotcha. And then phone number 929-62, or 662-0103.

Speaker speaker\_1: Right.

Speaker speaker\_0: Okay. Um, I don't see that you're enrolled into anything. Are you wanting to enroll into medical insurance?

Speaker speaker\_1: No, not necessarily because they, they, you just contact me out of nowhere and said, um, you know, a reminder. I have no knowledge of who you are or nothing. It, it says Noah Staffing. I'm thinking that, I'm thinking that you part of Noah. I don't know if you're not part of Noah.

Speaker speaker\_0: Yeah, so we're the Benefits on a Card.

Speaker speaker\_1: Oh, you're not part of Noah?

Speaker speaker\_0: So, we administer your staffing agency.

Speaker speaker\_1: Oh.

Speaker speaker\_0: We're not Noah Staffing. We're their Benefits Administrator.

Speaker speaker\_1: Oh, I see now. There's been a number of us at the end of the year. So, different, they, different companies got their numbers. I, I understand now. I see what it is now. I see. I never, I never heard of you guys. I don't know how you got my address and all that. That's crazy.

Speaker speaker\_0: Yeah, so again, we administer medical insurance for Noah Staffing Group now. So, because you're with Noah Staffing Group, that's how we got your information.

Speaker speaker\_1: Right. Wow, man, they, they, they giving out this information to people without their consent. It's almost like a, it's like all kind of insurance companies be calling you and all that, you know? That's crazy, man. Unbelievable.

Speaker speaker\_0: Yeah, so I mean, we, again, we administer the medical insurance being offered through the staffing agency to their employees, so this is just if you're interested in the benefits. If you're not, that's totally fine, but we, I mean, it, it is being offered, so if you... through us.

Speaker speaker\_1: Oh, thank you. Um, 'cause I got, I already got medical insurance? .

Speaker speaker\_0: Okay, that- that's-

Speaker speaker\_1: And-

Speaker speaker\_0: That's completely fine if you have coverage elsewhere. Again, this is just something-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... that's being offered through your staffing agency.

Speaker speaker\_1: Okay, thank you.

Speaker speaker\_0: You're welcome. Have a good day.

Speaker speaker\_1: You too.