

## **Transcript: VICTORIA**

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### **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? I'm wanting to know what benefits are you talking about? This is for medical insurance, if you work through a staffing or temp agency. Oh, no, I'm, I'm good, I'm good. Thank you. Okay. You're welcome. Uh, some of our clients will automatically enroll members into coverage, um, so if you'd like, I can pull up your file and decline it for you. Yeah, well go ahead and do that because I got good benefits, so I'm o- I'm okay. Okay. What's the name of the agency you work through? Well, I'd rather not go into all that, but I'm okay. Like I said, I'm okay. Thank you. Okay, sir. For in or- in order for me to pull up your file and decline it, I have to know the name of the agency. We work for multiple agencies. Yeah, but I don't know specifically who you are to me giving you any, any, um, important information, okay? So it's- Okay. That's fine. I would just suggest you reaching out to your employer, 'cause like I said, I know some of them will automatically enroll you into benefits, so just make sure you speak with them if you're wanting to decline. Okay. All right, thank you. Thank you. 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: I'm wanting to know what benefits are you talking about?

Speaker speaker\_1: This is for medical insurance, if you work through a staffing or temp agency.

Speaker speaker\_2: Oh, no, I'm, I'm good, I'm good. Thank you.

Speaker speaker\_1: Okay. You're welcome. Uh, some of our clients will automatically enroll members into coverage, um, so if you'd like, I can pull up your file and decline it for you.

Speaker speaker\_2: Yeah, well go ahead and do that because I got good benefits, so I'm o- I'm okay.

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

Speaker speaker\_2: Well, I'd rather not go into all that, but I'm okay. Like I said, I'm okay. Thank you.

Speaker speaker\_1: Okay, sir. For in or- in order for me to pull up your file and decline it, I have to know the name of the agency. We work for multiple agencies.

Speaker speaker\_2: Yeah, but I don't know specifically who you are to me giving you any, any, um, important information, okay? So it's-

Speaker speaker\_1: Okay. That's fine. I would just suggest you reaching out to your employer, 'cause like I said, I know some of them will automatically enroll you into benefits, so just make sure you speak with them if you're wanting to decline.

Speaker speaker\_2: Okay. All right, thank you.

Speaker speaker\_1: Thank you. Bye-bye.