

Transcript: Pamela

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Full Transcript

Thank you for calling Benefits in a Card. This is Pamela speaking. How may I help you? How may I help you? Yeah. Yes, my name is Jerome Brown and I was trying to log in on account through Surge and it wouldn't accept my pass- uh, username of, uh... I cannot hear you well, sir. My name is Jerome Brown and I was trying to log in on my account through Surge Staffing, and it will not accept my password nor my username. A- and this is for your health insurance? Well, this is for, uh, uh, application through Surge. Okay, so we represent Surge for the health insurance. I guess that's what it's for. Okay, so you want to enroll or you want to decline the auto enrollment? Would it- would it- would it- would it- would it matter if I get a job through y'all, through Surge? Do I have- So you don't... It's not mand- Yeah. It's not mandatory. Okay. Well, she has, she told me, uh, she gave me this number, I thought it was mandatory. No, the thing is that if you don't want the health benefits, you need to decline because they will auto enroll you. So- Okay. ... we get the information after you start working for Surge. Oh, okay. Like a week aft-... Or we could create a file so we'll need to provide the personal information and decline the benefits for you. Okay then. Thank you. Where would you like us to create the file? I'll, I'll, I'll s- I'm not... I decline it, if it's not mandatory. And do you want me to- Okay, you want to create... You want to also create the file for you? Yeah, you create a file. Okay, give me one second. So let's search. And this time I'm gonna, um... Can you please repeat your first and last name, sir? Jerome, Jerome Brown. Okay. I'm gonna need your Social Security number, sir. That'd be 417-72-9990. Wait, excuse me, 3990. Okay, I got lost, I'm sorry. 417-7298? No, no, no. The last four would be 3990. Okay, 3990. Yes. And can you please verify your complete address? Uh, I mean, sorry, can you provide me your complete address? It's 65 Dogwood Drive, Troy, Alabama. Zip 36079. And date of birth? May the 27th, 1953. Thank you for the information. Okay, so, all right. I'm gonna go ahead and decline the auto enrollment. Is there anything else I could do for you, sir? No. I just have to, you know, there's, like I said, they just gave me this number to call y'all. No problem. Thank you for giving us a call. Have a great rest of the day, sir. You too. Thank you.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Card. This is Pamela speaking. How may I help you? How may I help you?

Speaker speaker_1: Yeah. Yes, my name is Jerome Brown and I was trying to log in on account through Surge and it wouldn't accept my pass- uh, username of, uh...

Speaker speaker_0: I cannot hear you well, sir.

Speaker speaker_1: My name is Jerome Brown and I was trying to log in on my account through Surge Staffing, and it will not accept my password nor my username.

Speaker speaker_0: A- and this is for your health insurance?

Speaker speaker_1: Well, this is for, uh, uh, application through Surge.

Speaker speaker_0: Okay, so we represent Surge for the health insurance.

Speaker speaker_1: I guess that's what it's for.

Speaker speaker_0: Okay, so you want to enroll or you want to decline the auto enrollment?

Speaker speaker_1: Would it- would it- would it- would it- would it matter if I get a job through y'all, through Surge? Do I have-

Speaker speaker_0: So you don't... It's not mand-

Speaker speaker_1: Yeah.

Speaker speaker_0: It's not mandatory.

Speaker speaker_1: Okay. Well, she has, she told me, uh, she gave me this number, I thought it was mandatory.

Speaker speaker_0: No, the thing is that if you don't want the health benefits, you need to decline because they will auto enroll you. So-

Speaker speaker_1: Okay.

Speaker speaker_0: ... we get the information after you start working for Surge.

Speaker speaker_1: Oh, okay.

Speaker speaker_0: Like a week aft-... Or we could create a file so we'll need to provide the personal information and decline the benefits for you.

Speaker speaker_1: Okay then. Thank you.

Speaker speaker_0: Where would you like us to create the file?

Speaker speaker_1: I'll, I'll, I'll s- I'm not... I decline it, if it's not mandatory.

Speaker speaker_0: And do you want me to- Okay, you want to create... You want to also create the file for you?

Speaker speaker_1: Yeah, you create a file.

Speaker speaker_0: Okay, give me one second. So let's search. And this time I'm gonna, um... Can you please repeat your first and last name, sir?

Speaker speaker_1: Jerome, Jerome Brown.

Speaker speaker_0: Okay. I'm gonna need your Social Security number, sir.

Speaker speaker_1: That'd be 417-72-9990. Wait, excuse me, 3990.

Speaker speaker_0: Okay, I got lost, I'm sorry. 417-7298?

Speaker speaker_1: No, no, no. The last four would be 3990.

Speaker speaker_0: Okay, 3990.

Speaker speaker_1: Yes.

Speaker speaker_0: And can you please verify your complete address? Uh, I mean, sorry, can you provide me your complete address?

Speaker speaker_1: It's 65 Dogwood Drive, Troy, Alabama. Zip 36079.

Speaker speaker_0: And date of birth?

Speaker speaker_1: May the 27th, 1953.

Speaker speaker_0: Thank you for the information. Okay, so, all right. I'm gonna go ahead and decline the auto enrollment. Is there anything else I could do for you, sir?

Speaker speaker_1: No. I just have to, you know, there's, like I said, they just gave me this number to call y'all.

Speaker speaker_0: No problem. Thank you for giving us a call. Have a great rest of the day, sir.

Speaker speaker_1: You too. Thank you.