

## **Transcript: Pearl**

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### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Hi, good morning. Thank you for calling Benefits in a Card. My name is Pearl. Who the hell was I just speaking with? Hi, how are you doing today? I'm good, and yourself? I'm fine, thank you. You sent it to me by my, by messaging, um, a message sent to this number here. That's why I'm calling. I'm sorry, what was that? You sent, you sent it to me, this, uh, this number with my, by message. We sent you a text message from this number? Yeah. Okay. What does the message say? Uh... Let me see. Uh... The message say, "Congrats on your, uh, job with Surge. You will be auto-enrolled in an easy, daily relax and then within 30 days call, uh, BIC at 1-800-177 to make changes before your window closes." Is that- Okay. So Surge gives, offers healthcare benefits to their employees. They give them 30 days from the date of their first paycheck to enroll, things like medical, dental, vision, short-term disability, stuff like that. Oh. The price depends on how many plans you choose and who you would like to cover, and it's something that they take from your check every week. Oh. Okay, like a, like benefit in Medicare something or medical? Medical, yep. So it's medical. It's not like, like Medicaid, um, they only cover a certain amount, but it's, yeah, it's cov- uh, healthcare. Oh, okay. Okay, thank you. No problem. Thank you so much for calling. You have a great day. You too.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Hi, good morning. Thank you for calling Benefits in a Card. My name is Pearl. Who the hell was I just speaking with?

Speaker speaker\_2: Hi, how are you doing today?

Speaker speaker\_1: I'm good, and yourself?

Speaker speaker\_2: I'm fine, thank you. You sent it to me by my, by messaging, um, a message sent to this number here. That's why I'm calling.

Speaker speaker\_1: I'm sorry, what was that?

Speaker speaker\_2: You sent, you sent it to me, this, uh, this number with my, by message.

Speaker speaker\_1: We sent you a text message from this number?

Speaker speaker\_2: Yeah.

Speaker speaker\_1: Okay. What does the message say?

Speaker speaker\_2: Uh... Let me see. Uh... The message say, "Congrats on your, uh, job with Surge. You will be auto-enrolled in an easy, daily relax and then within 30 days call, uh, BIC at 1-800-177 to make changes before your window closes." Is that-

Speaker speaker\_1: Okay. So Surge gives, offers healthcare benefits to their employees. They give them 30 days from the date of their first paycheck to enroll, things like medical, dental, vision, short-term disability, stuff like that.

Speaker speaker\_2: Oh.

Speaker speaker\_1: The price depends on how many plans you choose and who you would like to cover, and it's something that they take from your check every week.

Speaker speaker\_2: Oh. Okay, like a, like benefit in Medicare something or medical?

Speaker speaker\_1: Medical, yep. So it's medical. It's not like, like Medicaid, um, they only cover a certain amount, but it's, yeah, it's cov- uh, healthcare.

Speaker speaker\_2: Oh, okay. Okay, thank you.

Speaker speaker\_1: No problem. Thank you so much for calling. You have a great day.

Speaker speaker\_2: You too.