

Transcript: Pearl

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Full Transcript

Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl and I would love to know who I'm speaking with. Gerard Atkinson. Gerard, can I assist you? Yes, ma'am. I had received an email from y'all talking about surg- um, Surg Staffing Benefits in a Card. Okay. So you work for Surg Staffing. What is it? Last four digits of your social. 9118. I'm sorry, you said 9118? Yes, ma'am. Okay, give me one second. Um, repeat your name for me. Gerard Atkinson. Okay, Gerard. Can you verify your address and date of birth? My address is... It's going to be 51 North Diamond Houston Road, Apartment 2104. And my address, I mean, my date of birth is April 26th, 1990. Okay. Now your phone number is at 281-869-3651. No, that number changed. Okay, give me one second. I have a new number you can put down. Let me get it, one moment. Um, what is that phone number? It's going to be 346-410-8128. All righty. And I have your phone number, I'm sorry, your email address at your last name, your first name @gmail.com? Yes, ma'am. All righty. So okay, so you're actually eligible to enroll in coverage. Um, Surge offers healthcare benefits to their employees; medical, dental, vision, short-term disability, stuff like that. The price depends on how many plans you choose and who you choose to cover and it's something that's, that gets deducted from your check every week. If you don't call- Mm-hmm. ... to decline or enroll in a plan that you like, you're automatically enrolled in a preventative health plan that's deducted from your check every week. Okay. Did you want to enroll or decline today? Um, yes, I want to enroll. Okay. Do you know which, what you're wanting to enroll in? Say it again. Do you know what you're wanting to enroll in today? Um, how about, um, dentist and eye health? Okay, so dental. And it's just for yourself? Say it again? And that coverage is just for yourself? Yes, ma'am. Nobody else, just me. Okay. And as far as medical, there's two medical plans you can choose from, the VIP Standard for \$17.63 a week and the VIP Classic for \$19.53 a week. They don't have copays or deductibles, but they only cover up to a certain dollar amount for each service. Um, and the difference between the two is the dollar amount that they cover.

Conversation Format

Speaker speaker_0: Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl and I would love to know who I'm speaking with.

Speaker speaker_1: Gerard Atkinson.

Speaker speaker_0: Gerard, can I assist you?

Speaker speaker_1: Yes, ma'am. I had received an email from y'all talking about surg- um, Surg Staffing Benefits in a Card.

Speaker speaker_0: Okay. So you work for Surg Staffing. What is it? Last four digits of your social.

Speaker speaker_1: 9118.

Speaker speaker_0: I'm sorry, you said 9118?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay, give me one second. Um, repeat your name for me.

Speaker speaker_1: Gerard Atkinson.

Speaker speaker_0: Okay, Gerard. Can you verify your address and date of birth?

Speaker speaker_1: My address is... It's going to be 51 North Diamond Houston Road, Apartment 2104. And my address, I mean, my date of birth is April 26th, 1990.

Speaker speaker_0: Okay. Now your phone number is at 281-869-3651.

Speaker speaker_1: No, that number changed.

Speaker speaker_0: Okay, give me one second.

Speaker speaker_1: I have a new number you can put down.

Speaker speaker_0: Let me get it, one moment. Um, what is that phone number?

Speaker speaker_1: It's going to be 346-410-8128.

Speaker speaker_0: All righty. And I have your phone number, I'm sorry, your email address at your last name, your first name @gmail.com?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: All righty. So okay, so you're actually eligible to enroll in coverage. Um, Surge offers healthcare benefits to their employees; medical, dental, vision, short-term disability, stuff like that. The price depends on how many plans you choose and who you choose to cover and it's something that's, that gets deducted from your check every week. If you don't call-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... to decline or enroll in a plan that you like, you're automatically enrolled in a preventative health plan that's deducted from your check every week.

Speaker speaker_1: Okay.

Speaker speaker_0: Did you want to enroll or decline today?

Speaker speaker_1: Um, yes, I want to enroll.

Speaker speaker_0: Okay. Do you know which, what you're wanting to enroll in?

Speaker speaker_1: Say it again.

Speaker speaker_0: Do you know what you're wanting to enroll in today?

Speaker speaker_1: Um, how about, um, dentist and eye health?

Speaker speaker_0: Okay, so dental. And it's just for yourself?

Speaker speaker_1: Say it again?

Speaker speaker_0: And that coverage is just for yourself?

Speaker speaker_1: Yes, ma'am. Nobody else, just me.

Speaker speaker_0: Okay. And as far as medical, there's two medical plans you can choose from, the VIP Standard for \$17.63 a week and the VIP Classic for \$19.53 a week. They don't have copays or deductibles, but they only cover up to a certain dollar amount for each service. Um, and the difference between the two is the dollar amount that they cover.