

## **Transcript: Pearl**

**Rojas-4972316895920128-5711061790146560**

### **Full Transcript**

Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who does I have the pleasure of speaking with? Um, my name is Russell Howington. And how can I assist you? Um, I got a text. I don't know if I'm calling the right number. I got a text for MEC, uh, TeleRx? Yes, sir. Do you work for a staffing agency? I work for Surge Staffing. Okay, so Surge Staffing does offer healthcare benefits to their employees, medical, dental, vision, short-term disability, things like that. The price depends on how many plans you choose and who you choose to cover, and it's something that's deducted from your check every week. They do have an auto enrollment program where if you don't call within 30 days of receiving your first paycheck to either decline or pick a plan of your liking, you're- Yeah. ... automatically enrolled in that MEC TeleRx plan, which is preventative health and free Rx fill kit. Right, I wanted to decline. All righty. And what are the last four digits of your Social? Um, two three five nine. All righty. Can you confirm your address and date of birth? Uh, 323, uh, Schroyer Street, apartment number A. Seymour, excuse me. Seymour Street. S-E-Y-M-O-U-R. All righty, and the city and state? Uh, Bellefontaine, Ohio. And your date of birth? October 11th, 1973. All righty, and I have your phone number as 740-417-2543. That's correct. And I have your email address as scrapes\_1551@hotmail.com? Yeah. All right, and to confirm, you are declining coverage today, correct? Yes, I'm declining. All righty. Well, now that you opted out, is there anything else I can assist you with? I'm sorry, say again? Is there anything else I can assist you with? Uh, no, that's it. Just decline it. That's it. All right. Thank you so much for calling. You have a great day. You too. Thanks. Bye.

### **Conversation Format**

Speaker speaker\_0: Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who does I have the pleasure of speaking with?

Speaker speaker\_1: Um, my name is Russell Howington.

Speaker speaker\_0: And how can I assist you?

Speaker speaker\_1: Um, I got a text. I don't know if I'm calling the right number. I got a text for MEC, uh, TeleRx?

Speaker speaker\_0: Yes, sir. Do you work for a staffing agency?

Speaker speaker\_1: I work for Surge Staffing.

Speaker speaker\_0: Okay, so Surge Staffing does offer healthcare benefits to their employees, medical, dental, vision, short-term disability, things like that. The price depends on how many plans you choose and who you choose to cover, and it's something that's deducted from your check every week. They do have an auto enrollment program where if you don't call within 30 days of receiving your first paycheck to either decline or pick a plan of your liking, you're-

Speaker speaker\_1: Yeah.

Speaker speaker\_0: ... automatically enrolled in that MEC TeleRx plan, which is preventative health and free Rx fill kit.

Speaker speaker\_1: Right, I wanted to decline.

Speaker speaker\_0: All righty. And what are the last four digits of your Social?

Speaker speaker\_1: Um, two three five nine.

Speaker speaker\_0: All righty. Can you confirm your address and date of birth?

Speaker speaker\_1: Uh, 323, uh, Schroyer Street, apartment number A. Seymour, excuse me. Seymour Street. S-E-Y-M-O-U-R.

Speaker speaker\_0: All righty, and the city and state?

Speaker speaker\_1: Uh, Bellefontaine, Ohio.

Speaker speaker\_0: And your date of birth?

Speaker speaker\_1: October 11th, 1973.

Speaker speaker\_0: All righty, and I have your phone number as 740-417-2543.

Speaker speaker\_1: That's correct.

Speaker speaker\_0: And I have your email address as scrapes\_1551@hotmail.com?

Speaker speaker\_1: Yeah.

Speaker speaker\_0: All right, and to confirm, you are declining coverage today, correct?

Speaker speaker\_1: Yes, I'm declining.

Speaker speaker\_0: All righty. Well, now that you opted out, is there anything else I can assist you with?

Speaker speaker\_1: I'm sorry, say again?

Speaker speaker\_0: Is there anything else I can assist you with?

Speaker speaker\_1: Uh, no, that's it. Just decline it. That's it.

Speaker speaker\_0: All right. Thank you so much for calling. You have a great day.

Speaker speaker\_1: You too. Thanks.

Speaker speaker\_0: Bye.