

Transcript: Pearl

Rojas-5254604364890112-5583922559369216

Full Transcript

Hi, good afternoon. Thank you for calling Benefits in a Card. My name's Pearl. Who may I have the pleasure of speaking with? Uh, this is Marlon Simpson. And how can I assist you? Oh, I'm working through Surge. I got a text from you about- Okay. ... about the medical in-insurance, I guess. Okay. Um, did you recently start with Surge? Yeah. I- So Surge offers healthcare benefits to their employees, dental, medical, vision, short-term disability, stuff like that. Um, the price depends on who you choose to cover and what plan you choose 'cause everything is separate. It's something that's deducted from your check every week. And if you don't call within 30 days of receiving your first paycheck to either enroll in plans that you want or decline the coverage altogether, they automatically enroll you in a preventative health plan that is deducted from your check every week. Okay. Well, how much is the plan? Like a family plan what? So it just depends on what, what plans you want, because like I said, everything's separate, medical, dental, vision. I can send you a copy of the benefit guide and it will explain the plans to you and prices. Okay. Give me one moment. What is your email address? Uh, can you send it through messen- uh, through text? I can't. Um, you can get a hard copy from your staffing agency. Okay. Well, uh, dang. Let me call you right back with my wife 'cause my, my, my email I gotta start a new one. It's, it's acting up, like keep saying that, uh, I can't receive your messages 'cause it's full. I don't..... everything and still won't let, won't let, won't let them come through. No worries. We're here Monday to Friday, 8:00 AM to 8:00 PM Eastern Standard Time. Okay. Okay. All right. All righty. Thank you so much for calling. You have a good day. You too.

Conversation Format

Speaker speaker_0: Hi, good afternoon. Thank you for calling Benefits in a Card. My name's Pearl. Who may I have the pleasure of speaking with?

Speaker speaker_1: Uh, this is Marlon Simpson.

Speaker speaker_0: And how can I assist you?

Speaker speaker_1: Oh, I'm working through Surge. I got a text from you about-

Speaker speaker_0: Okay.

Speaker speaker_1: ... about the medical in-insurance, I guess.

Speaker speaker_0: Okay. Um, did you recently start with Surge?

Speaker speaker_1: Yeah. I-

Speaker speaker_0: So Surge offers healthcare benefits to their employees, dental, medical, vision, short-term disability, stuff like that. Um, the price depends on who you choose to cover and what plan you choose 'cause everything is separate. It's something that's deducted from your check every week. And if you don't call within 30 days of receiving your first paycheck to either enroll in plans that you want or decline the coverage altogether, they automatically enroll you in a preventative health plan that is deducted from your check every week.

Speaker speaker_1: Okay. Well, how much is the plan? Like a family plan what?

Speaker speaker_0: So it just depends on what, what plans you want, because like I said, everything's separate, medical, dental, vision. I can send you a copy of the benefit guide and it will explain the plans to you and prices.

Speaker speaker_1: Okay.

Speaker speaker_0: Give me one moment. What is your email address?

Speaker speaker_1: Uh, can you send it through messen- uh, through text?

Speaker speaker_0: I can't. Um, you can get a hard copy from your staffing agency.

Speaker speaker_1: Okay. Well, uh, dang. Let me call you right back with my wife 'cause my, my, my email I gotta start a new one. It's, it's acting up, like keep saying that, uh, I can't receive your messages 'cause it's full. I don't..... everything and still won't let, won't let, won't let them come through.

Speaker speaker_0: No worries. We're here Monday to Friday, 8:00 AM to 8:00 PM Eastern Standard Time.

Speaker speaker_1: Okay. Okay. All right.

Speaker speaker_0: All righty. Thank you so much for calling. You have a good day.

Speaker speaker_1: You too.