

## Transcript: Pearl

**Rojas-6506276676354048-6084065083703296**

### Full Transcript

Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl ■eals. Who can I help or speak with? Hey, this is William McDowell. Hey, Pearl. Hey. How can I help you? Uh, I'm meaning to sign up for Benefits in a Card. I'm a contractor through a staffing agency. Okay. What's the name of the staffing agency? It is Surge. And the last four digits of your social? 1610. All righty. And, uh, if you can verify your address and date of birth for me. 2/20 County Road 682 5799. Now, what is the city and state there? Uh, Cedar Bluff, Alabama. All righty. And I have your phone number as 256-845-5671. Yes, ma'am. And I have your email address as William, uh, willmcdowell99@gmail.com? Yes, ma'am. Okay. Now, how long have you been working with Surge? Uh, almost 10 months. Okay. So, there's only two time frames when you can enroll in coverage, which is the fir- the first 30 days of receiving your first paycheck, which for you has passed, and then during company open enrollment which is in Octo- in August. Okay. Do you have any questions? Well, uh, I do not. I greatly appreciate it. No problem. Thank you so much for calling. You have a great day. Thank you. Bye-bye. Bye.

### Conversation Format

Speaker speaker\_0: Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl ■eals. Who can I help or speak with?

Speaker speaker\_1: Hey, this is William McDowell. Hey, Pearl.

Speaker speaker\_0: Hey. How can I help you?

Speaker speaker\_1: Uh, I'm meaning to sign up for Benefits in a Card. I'm a contractor through a staffing agency.

Speaker speaker\_0: Okay. What's the name of the staffing agency?

Speaker speaker\_1: It is Surge.

Speaker speaker\_0: And the last four digits of your social?

Speaker speaker\_1: 1610.

Speaker speaker\_0: All righty. And, uh, if you can verify your address and date of birth for me.

Speaker speaker\_1: 2/20 County Road 682 5799.

Speaker speaker\_0: Now, what is the city and state there?

Speaker speaker\_1: Uh, Cedar Bluff, Alabama.

Speaker speaker\_0: All righty. And I have your phone number as 256-845-5671.

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: And I have your email address as William, uh, willmcdowell99@gmail.com?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: Okay. Now, how long have you been working with Surge?

Speaker speaker\_1: Uh, almost 10 months.

Speaker speaker\_0: Okay. So, there's only two time frames when you can enroll in coverage, which is the fir- the first 30 days of receiving your first paycheck, which for you has passed, and then during company open enrollment which is in Octo- in August.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Do you have any questions?

Speaker speaker\_1: Well, uh, I do not. I greatly appreciate it.

Speaker speaker\_0: No problem. Thank you so much for calling. You have a great day.

Speaker speaker\_1: Thank you. Bye-bye.

Speaker speaker\_0: Bye.