

Transcript: Pearl

Rojas-6614100341211136-5628443498168320

Full Transcript

Hi. Good morning. Thank you for calling Benefits and Card. My name is Pearl. Who can I help you're speaking with? Leslie Baxter. How can I assist you? Um, so I had got a message from... um, it says, "Congrats on your job with Surge, and I'll be auto-enrolled," and something. Uh, I, I had worked with them a while back and it's just been a while since I started again, 'cause I kind of just do temporary work here and there. So, I didn't know if I needed to call and, like, un-enroll again from that, or... Did you opt out previously when you worked with them? Yes. Okay. Then you're fine. But I received the message again, so... Yep. You will receive those once a week for the first 30 days, um, just because of the fact they- that, um, if you're away from Surge so many weeks, you're eligible to enroll in coverage, um, but you won't be automatically enrolled 'cause those are for new hires and you're- you're technically not a new hire 'cause you're- you were already working with them at one point. Okay. Okay. Thank you. No problem. Thank you so much for calling. You have a great day. You too. Bye.

Conversation Format

Speaker speaker_0: Hi. Good morning. Thank you for calling Benefits and Card. My name is Pearl. Who can I help you're speaking with?

Speaker speaker_1: Leslie Baxter.

Speaker speaker_0: How can I assist you?

Speaker speaker_1: Um, so I had got a message from... um, it says, "Congrats on your job with Surge, and I'll be auto-enrolled," and something. Uh, I, I had worked with them a while back and it's just been a while since I started again, 'cause I kind of just do temporary work here and there. So, I didn't know if I needed to call and, like, un-enroll again from that, or...

Speaker speaker_0: Did you opt out previously when you worked with them?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. Then you're fine.

Speaker speaker_1: But I received the message again, so...

Speaker speaker_0: Yep. You will receive those once a week for the first 30 days, um, just because of the fact they- that, um, if you're away from Surge so many weeks, you're eligible to enroll in coverage, um, but you won't be automatically enrolled 'cause those are for new hires

and you're- you're technically not a new hire 'cause you're- you were already working with them at one point.

Speaker speaker_1: Okay. Okay. Thank you.

Speaker speaker_0: No problem. Thank you so much for calling. You have a great day.

Speaker speaker_1: You too. Bye.