

Transcript: Pearl

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Full Transcript

Good morning. Thank you for calling Benefits in a Card. My name is Pearl, who would I have the pleasure of speaking with? Chris. And how can I assist you? Yeah, I have surge... whoops, sorry, staffing yesterday and, um, they said I'd be automatically enrolled in this and that I needed to call if I wanted to cancel it. Yes, sir. Did you want to go ahead and do that today? Yes, please. All righty. And you said you were with S- Surge Staffing, correct? Mm-hmm. And the last four digits of your social? 0248. All righty. Uh, let's see here. You said your name is Chris, correct? Yes. Skelley is the last name. Uh-huh. Repeat your last name. I'm sorry, what was that? Repeat your last name for me. Skelley. S-K-E-L-L-E-Y. Okay. So, it looks like Surge hasn't sent us over your information yet. Uh, give me one second, actually. Yeah. It looks like Surge hasn't sent us any of your information yet, so we can do one of two things. I can create you an account, but I will need your full social name, address, date of birth, phone number to get you declined today. Or we can wait until Surge sends over your information. They do give you 30 days from your first paycheck to do so. So, it's however you prefer. Um, I guess I can call back. Okay. You said it's 30 days from your first check? Yep. They give you 30 days after your first paycheck to decline coverage or pick a plan that you like. Okay. See, they told me it was 30 days from yesterday . Yeah. Yeah. Just... 'Cause I asked that exact question. Oh, okay. Yeah. I'm not sure. Some people, I guess they just want you to do it sooner, that way then you're not having issues later. But they do give you 30 days from your first paycheck. Okay. All right. Sounds good. Then I'll just call back. All righty. Thank you so much for calling. You have a great day. Thank you. You too. Definitely. Bye-bye.

Conversation Format

Speaker speaker_0: Good morning. Thank you for calling Benefits in a Card. My name is Pearl, who would I have the pleasure of speaking with?

Speaker speaker_1: Chris.

Speaker speaker_0: And how can I assist you?

Speaker speaker_1: Yeah, I have surge... whoops, sorry, staffing yesterday and, um, they said I'd be automatically enrolled in this and that I needed to call if I wanted to cancel it.

Speaker speaker_0: Yes, sir. Did you want to go ahead and do that today?

Speaker speaker_1: Yes, please.

Speaker speaker_0: All righty. And you said you were with S- Surge Staffing, correct?

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: And the last four digits of your social?

Speaker speaker_1: 0248.

Speaker speaker_0: All righty. Uh, let's see here. You said your name is Chris, correct?

Speaker speaker_1: Yes. Skelley is the last name.

Speaker speaker_0: Uh-huh. Repeat your last name.

Speaker speaker_1: I'm sorry, what was that?

Speaker speaker_0: Repeat your last name for me.

Speaker speaker_1: Skelley. S-K-E-L-L-E-Y.

Speaker speaker_0: Okay. So, it looks like Surge hasn't sent us over your information yet. Uh, give me one second, actually. Yeah. It looks like Surge hasn't sent us any of your information yet, so we can do one of two things. I can create you an account, but I will need your full social name, address, date of birth, phone number to get you declined today. Or we can wait until Surge sends over your information. They do give you 30 days from your first paycheck to do so. So, it's however you prefer.

Speaker speaker_1: Um, I guess I can call back.

Speaker speaker_0: Okay.

Speaker speaker_1: You said it's 30 days from your first check?

Speaker speaker_0: Yep. They give you 30 days after your first paycheck to decline coverage or pick a plan that you like.

Speaker speaker_1: Okay. See, they told me it was 30 days from yesterday .

Speaker speaker_0: Yeah. Yeah. Just...

Speaker speaker_1: 'Cause I asked that exact question.

Speaker speaker_0: Oh, okay. Yeah. I'm not sure. Some people, I guess they just want you to do it sooner, that way then you're not having issues later. But they do give you 30 days from your first paycheck.

Speaker speaker_1: Okay. All right. Sounds good. Then I'll just call back.

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

Speaker speaker_1: Thank you. You too.

Speaker speaker_0: Definitely.

Speaker speaker_1: Bye-bye.