

Transcript: Pearl

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Full Transcript

Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who may I have the pleasure of speaking with? Yes, this is John July. Uh, I just got, uh, another job with Surge so I kind of went through this call before, so this, uh, I believe that we spoke about something being taken from the paycheck towards something. Healthcare? Yeah, something like that. I, I don't remember, but I, I, I just wanted to say I don't need it because the last person I spoke to, they broke it down to me and it was more like, okay, uh... I forgot what... I, I mean if you want to go over it again with me, that's fine, but I, I just know, I remember I didn't need it. Okay. What are the last four digits of your Social? It's okay. Three, four, five, nine. You there with me? Yeah, no problem. Take your time. And what is your address and date of birth? Um, I don't know if they have my correct address, but I have 20- 2656 Jefferson Street, Harrisburg, Pennsylvania, 17110, uh, 8/27/84. Okay. I have a different address on file. All right. So that means you guys have, uh, 7201 Allen Town Boulevard, something like that? Yes. Okay. Is- Or something like that. ... your current address the 3656 Jefferson Street? Yeah, that's my current address now. Okay. And I have your phone number as 894-4952? 52. Correct. Yep. And I have your email address as JJJuly07@... you want it to come? Yep. Okay. And you said you wanted to opt out, correct? You don't want the benefits? I mean, all right. So the benefit, it- it would be like what? Explain it to me over, uh, uh... one more time real quick. They're healthcare benefits, medical, dental, vision, short term disability, stuff like that. But that's for the specific job though, correct? It's for the staffing agency. Oh, it's, it's... But do they take something out of my check for it? That's what I'm saying. Yes. There are deductions, there will be deductions depending on how many plans you choose because everything is separate. Um, but you did decline within the last enrollment period, um, as part- Yes. That's true. ... offering, so you don't have to decline again. Uh, the auto-enrollment is just for new hires and because you've worked with Sp- Spore Surge previously, you're not considered a new hire, um- Right. ... so you don't have to... you don't have to opt out again. Okay. That's what... That's all I wanted to say. Yeah. That's all. Thank you. Thank you, appreciate it. No problem, thank you for calling. You have a great day. You too. Thanks.

Conversation Format

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

Speaker speaker_1: Yes, this is John July. Uh, I just got, uh, another job with Surge so I kind of went through this call before, so this, uh, I believe that we spoke about something being

taking from the paycheck towards something.

Speaker speaker_0: Healthcare?

Speaker speaker_1: Yeah, something like that. I, I don't remember, but I, I, I just wanted to say I don't need it because the last person I spoke to, they broke it down to me and it was more like, okay, uh... I forgot what... I, I mean if you want to go over it again with me, that's fine, but I, I just know, I remember I didn't need it.

Speaker speaker_0: Okay. What are the last four digits of your Social?

Speaker speaker_1: It's okay. Three, four, five, nine.

Speaker speaker_0: You there with me?

Speaker speaker_1: Yeah, no problem. Take your time.

Speaker speaker_0: And what is your address and date of birth?

Speaker speaker_1: Um, I don't know if they have my correct address, but I have 20- 2656 Jefferson Street, Harrisburg, Pennsylvania, 17110, uh, 8/27/84.

Speaker speaker_0: Okay. I have a different address on file.

Speaker speaker_1: All right. So that means you guys have, uh, 7201 Allen Town Boulevard, something like that?

Speaker speaker_0: Yes. Okay. Is-

Speaker speaker_1: Or something like that.

Speaker speaker_0: ... your current address the 3656 Jefferson Street?

Speaker speaker_1: Yeah, that's my current address now.

Speaker speaker_0: Okay. And I have your phone number as 894-4952?

Speaker speaker_1: 52. Correct. Yep.

Speaker speaker_0: And I have your email address as JJuly07@... you want it to come?

Speaker speaker_1: Yep.

Speaker speaker_0: Okay. And you said you wanted to opt out, correct? You don't want the benefits?

Speaker speaker_1: I mean, all right. So the benefit, it- it would be like what? Explain it to me over, uh, uh... one more time real quick.

Speaker speaker_0: They're healthcare benefits, medical, dental, vision, short term disability, stuff like that.

Speaker speaker_1: But that's for the specific job though, correct?

Speaker speaker_0: It's for the staffing agency.

Speaker speaker_1: Oh, it's, it's... But do they take something out of my check for it? That's what I'm saying.

Speaker speaker_0: Yes. There are deductions, there will be deductions depending on how many plans you choose because everything is separate. Um, but you did decline within the last enrollment period, um, as part-

Speaker speaker_1: Yes. That's true.

Speaker speaker_0: ... offering, so you don't have to decline again. Uh, the auto-enrollment is just for new hires and because you've worked with Sp- Spore Surge previously, you're not considered a new hire, um-

Speaker speaker_1: Right.

Speaker speaker_0: ... so you don't have to... you don't have to opt out again.

Speaker speaker_1: Okay. That's what... That's all I wanted to say. Yeah. That's all. Thank you. Thank you, appreciate it.

Speaker speaker_0: No problem, thank you for calling. You have a great day.

Speaker speaker_1: You too. Thanks.