

Transcript: Pearl

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Full Transcript

Hi. Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who can I please finish speaking with? Uh, James Ward. I got a question. I got... I just got home and I received a text from y'all. May I please what is it about? Okay. What does it say? Let me pull it up real quick and I'll read it to you. "Congrats on your job with Surge. You'll be auto enrolled in Meck T-E-L-E-R-X within 30 days. Call this, this number to make changes before your window closes." Okay. So Surge offers an auto... Uh, offers health care benefits to their employees. Excuse me. They actually have an auto-enrollment program where if you don't call within 30 days of receiving your first paycheck to either decline or pick a plan that you like, you're automatically enrolled in a preventative health plan that's deducted from your check every week. Okay. So this is my insurance from my job offer. I'm sorry, what was that? What? Okay, I just wanted to call and see what it was. I, it threw me off because I didn't know. Okay. Did you want to decline today? Uh, so what do I get with this? With that plan specifically, you get preventative health services. So it's like your annual physical, some STD screenings, some cancer screenings, diabetes, blood pressure, those kind of things. Uh, how much is it? Um, I believe it's \$16.80 a week. Um, yes. \$16.80 a week. Okay. Yeah. So do I not have insurance now? If you didn't select any plans during onboarding, then no. Because see, I was sold a whole different ball game. I'm sorry, what? I was sold a whole different ball game when I was, you know, applying to this job offer at Surge. I... Tell you what, let me get back with you next week on it. Okay. Thank you so much for calling. You have a great day. Thank you.

Conversation Format

Speaker speaker_0: Hi. Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who can I please finish speaking with?

Speaker speaker_1: Uh, James Ward. I got a question. I got... I just got home and I received a text from y'all. May I please what is it about?

Speaker speaker_0: Okay. What does it say?

Speaker speaker_1: Let me pull it up real quick and I'll read it to you. "Congrats on your job with Surge. You'll be auto enrolled in Meck T-E-L-E-R-X within 30 days. Call this, this number to make changes before your window closes."

Speaker speaker_0: Okay. So Surge offers an auto... Uh, offers health care benefits to their employees. Excuse me. They actually have an auto-enrollment program where if you don't call within 30 days of receiving your first paycheck to either decline or pick a plan that you like,

you're automatically enrolled in a preventative health plan that's deducted from your check every week.

Speaker speaker_1: Okay. So this is my insurance from my job offer.

Speaker speaker_0: I'm sorry, what was that?

Speaker speaker_1: What? Okay, I just wanted to call and see what it was. I, it threw me off because I didn't know.

Speaker speaker_0: Okay. Did you want to decline today?

Speaker speaker_1: Uh, so what do I get with this?

Speaker speaker_0: With that plan specifically, you get preventative health services. So it's like your annual physical, some STD screenings, some cancer screenings, diabetes, blood pressure, those kind of things.

Speaker speaker_1: Uh, how much is it?

Speaker speaker_0: Um, I believe it's \$16.80 a week. Um, yes. \$16.80 a week.

Speaker speaker_1: Okay. Yeah. So do I not have insurance now?

Speaker speaker_0: If you didn't select any plans during onboarding, then no.

Speaker speaker_1: Because see, I was sold a whole different ball game.

Speaker speaker_0: I'm sorry, what?

Speaker speaker_1: I was sold a whole different ball game when I was, you know, applying to this job offer at Surge. I... Tell you what, let me get back with you next week on it.

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

Speaker speaker_1: Thank you.