Transcript: Pearl Rojas-4525667344236544-6493041404461056

Full Transcript

Good morning. Thank you for calling Benefits in a Card. My name is Pearl ... who does the pleasure of speaking with. Hi, my name is Stacy Lorenco and I got a text message. And it said something about, um, EMC, something about that. Okay. Do you work for a staffing agency? Yes. For which one? Um, Surge. And you just started with them? Um, I started back in, um, February 3rd. Okay. So Surge, um, offers healthcare benefits to their employees, dental, medical, vision, short-term disability, stuff like that. Mm-hmm. Um, they give you guys 30 days... Well, the price depends on how many plans you choose 'cause everything is separate and who you choose to cover. And it's something that they deduct from your check every week. They give you guys 30 days from the date of your first paycheck to either choose a plan you want to enroll in or decline the coverage. If you do... if you don't do either of those things, they automatically enroll you in a preventative health plan that's deducted from your check every week. Oh. No, I don't w-... I don't want it. I, I don't need it. Okay. And what are the last four digits of your Social? It's 8208. All righty. And your address and date of birth? It's 3562 North Thunder Hill. Um, Thunder Hills together, Vincennes, 47591. And my date of birth is 11-14-1987. All righty. I have your phone number as 812-887-5165. Yes, ma'am. And I have your email address as laurenco8791@gmail.com? Yeah. Yeah. All righty. So we're gonna decline that auto-enroll for you. Is there anything else I can assist you with today? No, that's all. Thank you so much for calling. You have a great day. You too. Bye-bye. Bye-bye.

Conversation Format

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

Speaker speaker_1: Hi, my name is Stacy Lorenco and I got a text message. And it said something about, um, EMC, something about that.

Speaker speaker_0: Okay. Do you work for a staffing agency?

Speaker speaker_1: Yes.

Speaker speaker_0: For which one?

Speaker speaker_1: Um, Surge.

Speaker speaker_0: And you just started with them?

Speaker speaker_1: Um, I started back in, um, February 3rd.

Speaker speaker_0: Okay. So Surge, um, offers healthcare benefits to their employees, dental, medical, vision, short-term disability, stuff like that.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Um, they give you guys 30 days... Well, the price depends on how many plans you choose 'cause everything is separate and who you choose to cover. And it's something that they deduct from your check every week. They give you guys 30 days from the date of your first paycheck to either choose a plan you want to enroll in or decline the coverage. If you do... if you don't do either of those things, they automatically enroll you in a preventative health plan that's deducted from your check every week.

Speaker speaker_1: Oh. No, I don't w-... I don't want it. I, I don't need it.

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

Speaker speaker_1: It's 8208.

Speaker speaker_0: All righty. And your address and date of birth?

Speaker speaker_1: It's 3562 North Thunder Hill. Um, Thunder Hills together, Vincennes, 47591. And my date of birth is 11-14-1987.

Speaker speaker_0: All righty. I have your phone number as 812-887-5165.

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: And I have your email address as laurenco8791@gmail.com?

Speaker speaker_1: Yeah. Yeah.

Speaker speaker_0: All righty. So we're gonna decline that auto-enroll for you. Is there anything else I can assist you with today?

Speaker speaker_1: No, that's all.

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

Speaker speaker_1: You too. Bye-bye.

Speaker speaker_0: Bye-bye.