

Transcript: Pearl

Rojas-5046226445090816-6582172231614464

Full Transcript

Your call may be monitored- Hello? ... or recorded for quality assurance purposes. Hi, good afternoon. Thank you for calling Benefit Then a Card. My name is Pearl Ludonso. You're speaking with. Josh. Um, I got a text from this number. I was wondering why, w- why I need to call? Why did I need to call? Mm. And what does the text message say? Ma'am? And what does the text message say? Uh, it says, "Congrats. Call this..." Uh, "I work for Surge. Call this number before something runs out," or something, I don't know. Uh, I'm afraid if I go back to it, I'll lose you. Um, okay. Did you recently start working for Surge? Yes. Yes, ma'am. Okay. Two and a half weeks ago. Okay, so it's possibly talking about your healthcare benefits. Surge has, um, offers their employees healthcare coverage. Mm-hmm. Dental, medical, vision, short-term disability, stuff like that. Um, they give you 30 days from the date of your first paycheck to enroll and make any changes you need. If you don't call within 30 days to either choose a plan that you like or decline the coverage altogether, they enroll you in a preventative health plan that is deducted from your check every week. They do? Yes. Why? Um, that's just a pro- an I don't know, I'm sorry, on behalf. I'm not sure. We're not a part of Surge exactly. I can't decline it? Yeah, you can. Definitely I can do that for you. Yeah, just decline. I mean, 'cause when I, when I go to work for... When I go to work for the company I'm working for, they offer all that. So I mean, it would only be, like, a month, wouldn't it? Possibly. I mean, I... Sweetheart, I understand, but I, I can't afford it. You know what I mean? I'm, I'm trying to make a living, you know? Yeah, no worries. What is your last four digits of your social? Uh, 0364. All righty. And if you can confirm your address and date of birth. Yes, ma'am. It's 110 Maple Street, Apartment B, Franklin, Georgia 30217 72974. All righty. And I have your phone number as 762-220-9474. Mm-hmm. I have your email address as woodlejoshua99@gmail.com. Yes. All righty. And you said you're declining coverage, correct? Yes, ma'am. All righty. I went ahead and got you opted out. Is there anything else I can assist you with? No, ma'am. I appreciate it. Thank you. No problem. Thank you so much for calling. You have a great day. You too. Bye-bye. Bye.

Conversation Format

Speaker speaker_0: Your call may be monitored-

Speaker speaker_1: Hello?

Speaker speaker_0: ... or recorded for quality assurance purposes.

Speaker speaker_2: Hi, good afternoon. Thank you for calling Benefit Then a Card. My name is Pearl Ludonso. You're speaking with.

Speaker speaker_3: Josh. Um, I got a text from this number. I was wondering why, w- why I need to call? Why did I need to call?

Speaker speaker_2: Mm. And what does the text message say?

Speaker speaker_3: Ma'am?

Speaker speaker_2: And what does the text message say?

Speaker speaker_3: Uh, it says, "Congrats. Call this..." Uh, "I work for Surge. Call this number before something runs out," or something, I don't know. Uh, I'm afraid if I go back to it, I'll lose you.

Speaker speaker_2: Um, okay. Did you recently start working for Surge?

Speaker speaker_3: Yes. Yes, ma'am.

Speaker speaker_2: Okay.

Speaker speaker_3: Two and a half weeks ago.

Speaker speaker_2: Okay, so it's possibly talking about your healthcare benefits. Surge has, um, offers their employees healthcare coverage.

Speaker speaker_3: Mm-hmm.

Speaker speaker_2: Dental, medical, vision, short-term disability, stuff like that. Um, they give you 30 days from the date of your first paycheck to enroll and make any changes you need. If you don't call within 30 days to either choose a plan that you like or decline the coverage altogether, they enroll you in a preventative health plan that is deducted from your check every week.

Speaker speaker_3: They do?

Speaker speaker_2: Yes.

Speaker speaker_3: Why?

Speaker speaker_2: Um, that's just a pro- an I don't know, I'm sorry, on behalf. I'm not sure. We're not a part of Surge exactly.

Speaker speaker_3: I can't decline it?

Speaker speaker_2: Yeah, you can. Definitely I can do that for you.

Speaker speaker_3: Yeah, just decline. I mean, 'cause when I, when I go to work for... When I go to work for the company I'm working for, they offer all that. So I mean, it would only be, like, a month, wouldn't it?

Speaker speaker_2: Possibly.

Speaker speaker_3: I mean, I... Sweetheart, I understand, but I, I can't afford it. You know what I mean? I'm, I'm trying to make a living, you know?

Speaker speaker_2: Yeah, no worries. What is your last four digits of your social?

Speaker speaker_3: Uh, 0364.

Speaker speaker_2: All righty. And if you can confirm your address and date of birth.

Speaker speaker_3: Yes, ma'am. It's 110 Maple Street, Apartment B, Franklin, Georgia 30217 72974.

Speaker speaker_2: All righty. And I have your phone number as 762-220-9474.

Speaker speaker_3: Mm-hmm.

Speaker speaker_2: I have your email address as woodlejoshua99@gmail.com.

Speaker speaker_3: Yes.

Speaker speaker_2: All righty. And you said you're declining coverage, correct?

Speaker speaker_3: Yes, ma'am.

Speaker speaker_2: All righty. I went ahead and got you opted out. Is there anything else I can assist you with?

Speaker speaker_3: No, ma'am. I appreciate it. Thank you.

Speaker speaker_2: No problem. Thank you so much for calling. You have a great day.

Speaker speaker_3: You too. Bye-bye.

Speaker speaker_2: Bye.