

## **Transcript: Pearl**

**Rojas-5129261622018048-4887369063907328**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Hi, good afternoon. Thank you for calling Benefits in a Car. My name is Pearl. Who did I have the pleasure of speaking with? Anthony. How you doing? And how can I assist you? I got a, I got a text from y'all. Okay. What does the text message say? Say again? Mm-hmm. And what does the text message say? It says, "Congratulations on your job with Surge. You will be automated enrolled in M-E-C-T-I-L-R-X within 30 days. Call BIC at 1-800... Make payment before your windows close." Okay. So Surge has an auto-enrollment program. They offer healthcare benefits to the employees. Um, the price depends on how many plans you choose and who you want to cover, and it's something that's deducted from your check every week. If you don't call to enroll or to decline within 30 days of receiving your first paycheck, they automatically enroll you in a preventive health plan that's deducted from your check every week. Okay. Do you have any questions? No, ma'am. Thank you so much for calling. You have a great day. You too.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes. Hi, good afternoon. Thank you for calling Benefits in a Car. My name is Pearl. Who did I have the pleasure of speaking with?

Speaker speaker\_1: Anthony. How you doing?

Speaker speaker\_0: And how can I assist you?

Speaker speaker\_1: I got a, I got a text from y'all.

Speaker speaker\_0: Okay. What does the text message say?

Speaker speaker\_1: Say again?

Speaker speaker\_0: Mm-hmm. And what does the text message say?

Speaker speaker\_1: It says, "Congratulations on your job with Surge. You will be automated enrolled in M-E-C-T-I-L-R-X within 30 days. Call BIC at 1-800... Make payment before your windows close."

Speaker speaker\_0: Okay. So Surge has an auto-enrollment program. They offer healthcare benefits to the employees. Um, the price depends on how many plans you choose and who

you want to cover, and it's something that's deducted from your check every week. If you don't call to enroll or to decline within 30 days of receiving your first paycheck, they automatically enroll you in a preventive health plan that's deducted from your check every week.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Do you have any questions?

Speaker speaker\_1: No, ma'am.

Speaker speaker\_0: Thank you so much for calling. You have a great day.

Speaker speaker\_1: You too.