

## Transcript: Pearl

**Rojas-5282887032422400-5038122852466688**

### Full Transcript

Hey. Hmm, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who would I like to speak with? My name is Charles Milton Daniel IV. And how can I assist you? Well, I got a message from, um, Surge that said I needed to call this number. Okay. Did you just recently start with them? Yeah. So Surge offers healthcare benefits to the employees and medical, dental, vision, short-term disability, things like that. Uh, the price depends on how many plans you choose and who you choose to cover and it's something that they deduct from your check every week. Um, they give you 30 days from receiving your first paycheck to do so, either pick a plan or decline, because they do have a, uh, auto-enrollment, auto-enroll program that if you don't do either, they automatically enroll you in a plan which is deducted from your check every week. Okay. Well, I, I decline the offer. All righty. And can you provide me with the last four digits of your Social? 1350. All righty. And if you can- Do you want me- ... confirm your height, gender ... to hold, me hold this? Yes, please. Um, I was born August 10th, um, 1971. And your address? 732 Franklin Street, Jackson, Georgia, 30233. Okay. Did you recently move or provide a different address to the staff need to see? No. I do have a different address on file. Huh? I have a different address on file. Well, my Social Security number is 260-33-1350. Okay. Let me go ahead and change that. And you said your address is 732 Franklin Street? Yes. Jackson, Georgia, 30233. Okay. Can I have your phone number as 770-685-9702? That's right. Yep. Can I have your email address as charlesdaniel810@gmail.com? Yes. G- @gmail.com. All right. And you said you were declining coverage today, correct? Yes. All righty. Well, I went ahead and got you opted out. Is there anything else I can assist you with? Say what? I opted you out. Is there anything else I can assist you with today? I don't think so. All righty. Thank you so much for calling. Have a good day. Thank you.

### Conversation Format

Speaker speaker\_0: Hey. Hmm, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who would I like to speak with?

Speaker speaker\_1: My name is Charles Milton Daniel IV.

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

Speaker speaker\_1: Well, I got a message from, um, Surge that said I needed to call this number.

Speaker speaker\_0: Okay. Did you just recently start with them?

Speaker speaker\_1: Yeah.

Speaker speaker\_0: So Surge offers healthcare benefits to the employees and medical, dental, vision, short-term disability, things like that. Uh, the price depends on how many plans you choose and who you choose to cover and it's something that they deduct from your check every week. Um, they give you 30 days from receiving your first paycheck to do so, either pick a plan or decline, because they do have a, uh, auto-enrollment, auto-enroll program that if you don't do either, they automatically enroll you in a plan which is deducted from your check every week.

Speaker speaker\_1: Okay. Well, I, I decline the offer.

Speaker speaker\_0: All righty. And can you provide me with the last four digits of your Social?

Speaker speaker\_1: 1350.

Speaker speaker\_0: All righty. And if you can-

Speaker speaker\_1: Do you want me-

Speaker speaker\_0: ... confirm your height, gender

Speaker speaker\_2: ... to hold, me hold this?

Speaker speaker\_0: Yes, please.

Speaker speaker\_1: Um, I was born August 10th, um, 1971.

Speaker speaker\_0: And your address?

Speaker speaker\_1: 732 Franklin Street, Jackson, Georgia, 30233.

Speaker speaker\_0: Okay. Did you recently move or provide a different address to the staff need to see?

Speaker speaker\_1: No.

Speaker speaker\_0: I do have a different address on file.

Speaker speaker\_1: Huh?

Speaker speaker\_0: I have a different address on file.

Speaker speaker\_1: Well, my Social Security number is 260-33-1350.

Speaker speaker\_0: Okay. Let me go ahead and change that. And you said your address is 732 Franklin Street?

Speaker speaker\_1: Yes. Jackson, Georgia, 30233.

Speaker speaker\_0: Okay. Can I have your phone number as 770-685-9702?

Speaker speaker\_1: That's right. Yep.

Speaker speaker\_0: Can I have your email address as charlesdaniel810@gmail.com?

Speaker speaker\_1: Yes. G- @gmail.com.

Speaker speaker\_0: All right. And you said you were declining coverage today, correct?

Speaker speaker\_1: Yes.

Speaker speaker\_0: All righty. Well, I went ahead and got you opted out. Is there anything else I can assist you with?

Speaker speaker\_1: Say what?

Speaker speaker\_0: I opted you out. Is there anything else I can assist you with today?

Speaker speaker\_1: I don't think so.

Speaker speaker\_0: All righty. Thank you so much for calling. Have a good day.

Speaker speaker\_1: Thank you.