

Transcript: Pearl

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who else was I speaking with? Uh, my name is Joseph Guyton. And how can I assist you? Uh, okay. So I g- I got a message from you guys saying that I'm being enrolled in TeleRx and I don't want to be enrolled in that p- in that... I don't want you g- I don't want that. I don't need it. Okay. And what is the name of the staffing agency you work for? Surge. And the last four digits of your Social? 3603. All right. And if you can provide me with your address and date of birth. Okay. My address is 3916 Roosevelt Boulevard, Apartment four. Um, my birthday is... Oh, Middletown, Ohio, 45044. My birthday is August 12th, 1969. All right. And I have your phone number as 513-429-9282. Say that again? 513-429-9282. What is that? Your phone number? 42- 429-9282. Yes. Good. And I have your email address as josephguyton43@gmail.com? Yes, ma'am. And you said you were declining benefits today, correct? Yeah. What- what are the... I don't understand that. I mean, like, I've never talked to anybody about this. So, um, I really don't know what I'm declining. I just really thought y'all was like a scam, some scammers, spam or something like that. So what is, what exactly is it? Healthcare benefits. And how much do they take out my check? For that plan that you're automatically enrolled in, that's, um, a preventative health plan, that- that plan costs \$16.80. But they do offer other cover- other plans, um, medical, vision, dental, short-term disability, stuff like that. It just depends what plan you want and who you want to cover. No, so I work for Temp Serve. So- Yeah. So, uh, like- like, I- I got s- I got the Affordable Care Act, so I- I really don't need that, do I? I mean, it just depends on your situation. The staffing agency is the one that offers the- the coverage. Right. You don't have to have it, but it's just something that they offer. Okay, I don't want it. I don't want it. I don't need it. Thank you. All right. I went ahead and got you opted out. Is there anything I can assist you with? Say again? You- you, um, are opted out. Is there anything else I can assist you with? No, I'm good. Thank you. Thank you 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.

Speaker speaker_1: Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who else was I speaking with?

Speaker speaker_2: Uh, my name is Joseph Guyton.

Speaker speaker_1: And how can I assist you?

Speaker speaker_2: Uh, okay. So I g- I got a message from you guys saying that I'm being enrolled in TeleRx and I don't want to be enrolled in that p- in that... I don't want you g- I don't want that. I don't need it.

Speaker speaker_1: Okay. And what is the name of the staffing agency you work for?

Speaker speaker_2: Surge.

Speaker speaker_1: And the last four digits of your Social?

Speaker speaker_2: 3603.

Speaker speaker_1: All right. And if you can provide me with your address and date of birth.

Speaker speaker_2: Okay. My address is 3916 Roosevelt Boulevard, Apartment four. Um, my birthday is... Oh, Middletown, Ohio, 45044. My birthday is August 12th, 1969.

Speaker speaker_1: All right. And I have your phone number as 513-429-9282.

Speaker speaker_2: Say that again?

Speaker speaker_1: 513-429-9282.

Speaker speaker_2: What is that?

Speaker speaker_1: Your phone number?

Speaker speaker_2: 42- 429-9282. Yes.

Speaker speaker_1: Good. And I have your email address as josephguyton43@gmail.com?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: And you said you were declining benefits today, correct?

Speaker speaker_2: Yeah. What- what are the... I don't understand that. I mean, like, I've never talked to anybody about this. So, um, I really don't know what I'm declining. I just really thought y'all was like a scam, some scammers, spam or something like that. So what is, what exactly is it?

Speaker speaker_1: Healthcare benefits.

Speaker speaker_2: And how much do they take out my check?

Speaker speaker_1: For that plan that you're automatically enrolled in, that's, um, a preventative health plan, that- that plan costs \$16.80. But they do offer other cover- other plans, um, medical, vision, dental, short-term disability, stuff like that. It just depends what plan you want and who you want to cover.

Speaker speaker_2: No, so I work for Temp Serve. So-

Speaker speaker_1: Yeah.

Speaker speaker_2: So, uh, like- like, I- I got s- I got the Affordable Care Act, so I- I really don't need that, do I?

Speaker speaker_1: I mean, it just depends on your situation. The staffing agency is the one that offers the- the coverage.

Speaker speaker_2: Right.

Speaker speaker_1: You don't have to have it, but it's just something that they offer.

Speaker speaker_2: Okay, I don't want it. I don't want it. I don't need it. Thank you.

Speaker speaker_1: All right. I went ahead and got you opted out. Is there anything I can assist you with?

Speaker speaker_2: Say again?

Speaker speaker_1: You- you, um, are opted out. Is there anything else I can assist you with?

Speaker speaker_2: No, I'm good. Thank you.

Speaker speaker_1: Thank you for calling. You have a great day.

Speaker speaker_2: You too.