

Transcript: Pearl

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Full Transcript

Hi, good morning. Thank you for calling Benefits... Excuse me, InterCard. My name is Pearl. Who do I have the pleasure of speaking with? Hi. Uh, Chris Scully. And how can I assist you? Um, I guess I need to cancel my card. Okay. And what's the name of the staffing agency you work for? Surge. And the last four digits of your social? 0248. All right, bear with me one moment. All right. And how long have you w- been working with Surge? I'm starting later this week. I mean, I, I applied like, I don't know, a couple weeks ago but my position starts Thursday. Okay. So we still don't... We don't have your information yet. They still haven't sent it over. Um, so we can create you an account today or we can wait for them to send j- it over. It just depends how you want, how would you like. What do I need to do to just... Uh, I, I, I don't want the card. Yes, to, to opt out of the, the coverage you would have to do it either over the phone, um, or you would have done it during onboarding but they haven't sent us your information yet so I would have to create you an account, which I will need your full social name, address, date of birth and phone number. Um, you can, um, decline online as well. If I give you their website and you can create your account and decline online. I guess I'm failing to understand why I need to provide all this stuff for something I don't want. It's like, I don't want this. Oh, okay, so I need your Social Security to not give it to you. I- I'm m- failing to comprehend this part of it. That way we can register that you don't want it. That way the account is linked to your, um, payroll and you can be shown that you declined, that you don't want it. Yeah, I'm, I'm not getting... Why don't I just not sign up for it? Because Surge has an auto-enrollment program. If you don't call to decline, you're automatically enrolled and the only way to notate that you're not wanting the insurance is to have an account. All right. Um, I guess I'll call them and f- find out why it isn't sent over yet weeks later. Okay. And if you, um, do wanna create your account or you wanna check back, we're here Monday to Friday 8:00 AM to 8:00 PM Eastern Standard Time. Okay, thanks so much. Thank you. You have a great day. You too. Bye-bye.

Conversation Format

Speaker speaker_0: Hi, good morning. Thank you for calling Benefits... Excuse me, InterCard. My name is Pearl. Who do I have the pleasure of speaking with?

Speaker speaker_1: Hi. Uh, Chris Scully.

Speaker speaker_0: And how can I assist you?

Speaker speaker_1: Um, I guess I need to cancel my card.

Speaker speaker_0: Okay. And what's the name of the staffing agency you work for?

Speaker speaker_1: Surge.

Speaker speaker_0: And the last four digits of your social?

Speaker speaker_1: 0248.

Speaker speaker_0: All right, bear with me one moment.

Speaker speaker_1: All right.

Speaker speaker_0: And how long have you w- been working with Surge?

Speaker speaker_1: I'm starting later this week. I mean, I, I applied like, I don't know, a couple weeks ago but my position starts Thursday.

Speaker speaker_0: Okay. So we still don't... We don't have your information yet. They still haven't sent it over. Um, so we can create you an account today or we can wait for them to send j- it over. It just depends how you want, how would you like.

Speaker speaker_1: What do I need to do to just... Uh, I, I, I don't want the card.

Speaker speaker_0: Yes, to, to opt out of the, the coverage you would have to do it either over the phone, um, or you would have done it during onboarding but they haven't sent us your information yet so I would have to create you an account, which I will need your full social name, address, date of birth and phone number. Um, you can, um, decline online as well. If I give you their website and you can create your account and decline online.

Speaker speaker_1: I guess I'm failing to understand why I need to provide all this stuff for something I don't want. It's like, I don't want this. Oh, okay, so I need your Social Security to not give it to you. I- I'm m- failing to comprehend this part of it.

Speaker speaker_0: That way we can register that you don't want it. That way the account is linked to your, um, payroll and you can be shown that you declined, that you don't want it.

Speaker speaker_1: Yeah, I'm, I'm not getting... Why don't I just not sign up for it?

Speaker speaker_0: Because Surge has an auto-enrollment program. If you don't call to decline, you're automatically enrolled and the only way to notate that you're not wanting the insurance is to have an account.

Speaker speaker_1: All right. Um, I guess I'll call them and f- find out why it isn't sent over yet weeks later.

Speaker speaker_0: Okay. And if you, um, do wanna create your account or you wanna check back, we're here Monday to Friday 8:00 AM to 8:00 PM Eastern Standard Time.

Speaker speaker_1: Okay, thanks so much.

Speaker speaker_0: Thank you. You have a great day.

Speaker speaker_1: You too. Bye-bye.