

Transcript: Pearl

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Full Transcript

Hi. Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who else was I speaking with? Hey. How you doing? I was just calling back because I got a text. I'm Pearl. Okay. I was calling back because I had got a text from y'all. Oh, yeah. What does it say? What's that say? It says... Congratulations on, congrats on your job with Surge. You will, you will automatic be enrolled in MEC something within 30 days. Okay. And I'm sorry, you said with Surge? Yes. Okay. So Surge has an auto enrollment program that if you don't call within 30 days of receiving your, 30 days within receiving your first paycheck to decline or to choose a plan that you like, you're automatically enrolled in a preventative health plan that's deducted from your check every week. So what I gotta do for that? So did you want to decline it or do you want to pick, um, plans that you like? Yes. Which one? Pick a plan or decline? I will decline. Okay. What are the last four digits of your Social? Yes. And what is this for? What is that? Healthcare benefits. Oh, yeah. I was just... Yes, yes. I was just, can I decline that right now? Of course. What are the last four digits of your Social? 4527. Okay. And what is your name? Dennis Johnson. Dennis Johnson. Okay. And if you can verify your action date of birth. 10/7/75. Address? 2900 US Highway 431. And do you, did you recently move or have a different address on file? Yes. What was your previous address? Should have been 4726... Oh, no. Yeah, the previous address is 419 Hillman. The one before that is 608 Arnold Drive. 608 Arnold Drive? The one before that is... Yes. The one before that was 4726 Old Birmingham Highway. Okay. How about you provide me with your full Social and I can verify your account that way? 4526. 49... 49...

Conversation Format

Speaker speaker_0: Hi. Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who else was I speaking with?

Speaker speaker_1: Hey. How you doing? I was just calling back because I got a text.

Speaker speaker_0: I'm Pearl. Okay.

Speaker speaker_1: I was calling back because I had got a text from y'all.

Speaker speaker_0: Oh, yeah. What does it say? What's that say?

Speaker speaker_1: It says... Congratulations on, congrats on your job with Surge. You will, you will automatic be enrolled in MEC something within 30 days.

Speaker speaker_0: Okay. And I'm sorry, you said with Surge?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. So Surge has an auto enrollment program that if you don't call within 30 days of receiving your, 30 days within receiving your first paycheck to decline or to choose a plan that you like, you're automatically enrolled in a preventative health plan that's deducted from your check every week.

Speaker speaker_1: So what I gotta do for that?

Speaker speaker_0: So did you want to decline it or do you want to pick, um, plans that you like?

Speaker speaker_1: Yes.

Speaker speaker_0: Which one? Pick a plan or decline?

Speaker speaker_1: I will decline.

Speaker speaker_0: Okay. What are the last four digits of your Social?

Speaker speaker_1: Yes. And what is this for?

Speaker speaker_0: What is that? Healthcare benefits.

Speaker speaker_1: Oh, yeah. I was just... Yes, yes. I was just, can I decline that right now?

Speaker speaker_0: Of course. What are the last four digits of your Social?

Speaker speaker_1: 4527.

Speaker speaker_0: Okay. And what is your name?

Speaker speaker_1: Dennis Johnson.

Speaker speaker_0: Dennis Johnson. Okay. And if you can verify your action date of birth.

Speaker speaker_1: 10/7/75.

Speaker speaker_0: Address?

Speaker speaker_1: 2900 US Highway 431.

Speaker speaker_0: And do you, did you recently move or have a different address on file?

Speaker speaker_1: Yes.

Speaker speaker_0: What was your previous address?

Speaker speaker_1: Should have been 4726... Oh, no. Yeah, the previous address is 419 Hillman. The one before that is 608 Arnold Drive.

Speaker speaker_0: 608 Arnold Drive?

Speaker speaker_1: The one before that is... Yes. The one before that was 4726 Old Birmingham Highway.

Speaker speaker_0: Okay. How about you provide me with your full Social and I can verify your account that way?

Speaker speaker_1: 4526. 49... 49...