

## Transcript: Pearl

**Rojas-5712608261488640-6345535211094016**

### Full Transcript

Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. May I know who I'm speaking with? Yes, my name's Brandy Forrester. Can I assist you? Uh, yes, ma'am. I just got a text saying that, "Congratulations on your job with Surge. You will be auto, auto inroad in May." P-E-L-E-R-X within 30 days, and I don't know what that means. Okay, so, so Surge offers healthcare benefits to their employees, dental, medical, vision, short-term disability, things like that. Um, the price depends on how many plans you choose because they are all separate and who you choose to cover. Um, and if you don't call within 30 days of receiving your first paycheck to either decline or enroll in plans that you like, they automatically enroll you in a preventative health plan that's deducted from your check every week. All right, well how do I go about adding somebody and seeing about plans and everything? Okay, I can assist you with that. What are the last four digits of your Social? Uh, 3-5-9-1. 3-5-9-1. Okay, repeat your name for me. Brandy Forrester. Brandy Forrester, okay, and your address and date of birth? My address is, uh, I don't remember if I put 3551 or 3557. Tha- the- It's number- ... 3-5-5-1. Okay. It runs all together so I didn't know which one I put down. But it's, um, 3551 County Road 97, White Oak, Alabama, 35966. My date of birth is August 30th, 1994. Okay, can I have your phone number as 256-608-2799? You said 2799? Yes. Yes, that's it. Okay. Let's see here. And I have your email address as forresterbrandy@gmail.com? Uh, we, I mean, we can use that one but I also got a new one. Okay, what's the new one? It's, uh, Watson Brandy, W-A-T-S-O-N B-R-A-N-D-Y, 1@icloud.com. Okay. So what I can do is I can actually send you a copy of the benefit guide. It's going to show you all the plans that are offered and how much it would cost depending on who you cover. Okay. Okay, and then you have until... You have 30 days from the 11th of April to enroll. Okay, and do I call y'all back to enroll, or...? Yep, you just call this number. Um, you just call this number back and we'll be able to enroll you over the phone, okay? Okay, thank you. No problem. This email's going to come from info@benefitsinacard.com. It should go to your inbox. If you don't see it in your inbox, try the spam or junk folder, okay? Yes, ma'am. Will do. Thank you. Thank you for calling. You have a great day. You too. Mm, bye bye.

### Conversation Format

Speaker speaker\_0: Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. May I know who I'm speaking with?

Speaker speaker\_1: Yes, my name's Brandy Forrester.

Speaker speaker\_0: Can I assist you?

Speaker speaker\_1: Uh, yes, ma'am. I just got a text saying that, "Congratulations on your job with Surge. You will be auto, auto inroad in May." P-E-L-E-R-X within 30 days, and I don't know what that means.

Speaker speaker\_0: Okay, so, so Surge offers healthcare benefits to their employees, dental, medical, vision, short-term disability, things like that. Um, the price depends on how many plans you choose because they are all separate and who you choose to cover. Um, and if you don't call within 30 days of receiving your first paycheck to either decline or enroll in plans that you like, they automatically enroll you in a preventative health plan that's deducted from your check every week.

Speaker speaker\_1: All right, well how do I go about adding somebody and seeing about plans and everything?

Speaker speaker\_0: Okay, I can assist you with that. What are the last four digits of your Social?

Speaker speaker\_1: Uh, 3-5-9-1. 3-5-9-1.

Speaker speaker\_0: Okay, repeat your name for me.

Speaker speaker\_1: Brandy Forrester.

Speaker speaker\_0: Brandy Forrester, okay, and your address and date of birth?

Speaker speaker\_1: My address is, uh, I don't remember if I put 3551 or 3557.

Speaker speaker\_0: Tha- the-

Speaker speaker\_1: It's number-

Speaker speaker\_0: ... 3-5-5-1.

Speaker speaker\_1: Okay. It runs all together so I didn't know which one I put down. But it's, um, 3551 County Road 97, White Oak, Alabama, 35966. My date of birth is August 30th, 1994.

Speaker speaker\_0: Okay, can I have your phone number as 256-608-2799?

Speaker speaker\_1: You said 2799?

Speaker speaker\_0: Yes.

Speaker speaker\_1: Yes, that's it.

Speaker speaker\_0: Okay. Let's see here. And I have your email address as forresterbrandy@gmail.com?

Speaker speaker\_1: Uh, we, I mean, we can use that one but I also got a new one.

Speaker speaker\_0: Okay, what's the new one?

Speaker speaker\_1: It's, uh, Watson Brandy, W-A-T-S-O-N B-R-A-N-D-Y, 1@icloud.com.

Speaker speaker\_0: Okay. So what I can do is I can actually send you a copy of the benefit guide. It's going to show you all the plans that are offered and how much it would cost depending on who you cover.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Okay, and then you have until... You have 30 days from the 11th of April to enroll.

Speaker speaker\_1: Okay, and do I call y'all back to enroll, or...?

Speaker speaker\_0: Yep, you just call this number. Um, you just call this number back and we'll be able to enroll you over the phone, okay?

Speaker speaker\_1: Okay, thank you.

Speaker speaker\_0: No problem. This email's going to come from [info@benefitsinacard.com](mailto:info@benefitsinacard.com). It should go to your inbox. If you don't see it in your inbox, try the spam or junk folder, okay?

Speaker speaker\_1: Yes, ma'am. Will do. Thank you.

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

Speaker speaker\_1: You too. Mm, bye bye.