

Transcript: Pearl

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who can I help you with? Yes, Pearl, my name is Marilyn Brown. How are you doing today, ma'am? I'm good. Yourself? I'm doing wonderful. The reason for this call today, I was informed during our onboarding that I had 30 days to call you all to, uh, make sure that I was not enrolled into your, like, work benefits or anything like that for insurance. Okay. What's the name of that agency you work for? Surge Unknown S- Um- ... Georgia. And the last four digits of your social? 0805. All right. Spare me one moment? No problem. And how long have you been working with Surge? I just started last Monday. Okay, so they haven't sent us over your information yet, so we can do one of two things. I can create you an account, but we'll need your full name, your full social, name, address, date of birth, phone number, all that good information, or we can wait until Surge sends over that information. I'm not sure when they would send it over. You just have to give us a call back with Monday or, um, something like that to m- to see when they, they send over your information. They do give you 30 days from the date of your first paycheck to decline the enrollment. Yeah, but so I just started last Monday, this Monday, ma- one week, so you look at, um, 30 days get here fast and by my work schedule and getting off and be, being so exhausted, that's why I'm trying to call in now 'cause I don't want the 30 days to pass by and then forget. Okay. Okay, so do you want to go ahead and create your account? Yes, I do. What is your full social? 587- Hello? ... 25. Did you hear 587? 587- Or the- Okay, 25- Yes, ma'am. 0805. Okay, and you said your name is Miss Marilyn Brown, correct? My name is, th- that is correct. Okay, and your address? 179 Lincoln, L-I-N-C-O-L-N, Street. Okay, I- Unit A as in apple, and that's Hogansville, Georgia 30230. Okay. And your date of birth? October 8, 1970. And your phone number? 224-381-1080. All right. And you said you were declining benefits today, correct? I am. All right. Well, I already got you opted out. Is there anything else I can assist you with? Let me get your name, please. Pearl. Pearl, P-E-A-R-L? Yes, ma'am. And what, what department you work in with Surge? We are not part of Surge. We are the healthcare administrators for Benefits in a Card. You're a healthcare administrator? Yes. Okay. I appreciate you, ma'am. What, what- Now- ... office are you in? Um, there's only one. And where is that at? Um, South Carolina. South Carolina? Okay. All right, then. Thank you so much. I appreciate you. Is there something like that I will get, uh, for confirmation to remind me to let me know that I've been opted out or that I will receive? Um, no, ma'am, but, uh, you will receive the reminder text e- ev- um, once a week for the first 30 days, but you don't have to call back. You are opted out. Okay. And, uh, do you have, um, as a reminder, you have my email information to send me something? Um, actually I don't have your email. What is your email? M as in Mary... No, no, no, no. Let me see. Which email did I use? I think, um, I don't know which email I used, but I will give you... it's M as in Mary, S as in Sam, B as in boy,

60083@yahoo.com, 'cause I don't know really which email I used, um, when I applied for the job 'cause I have two different emails. No worries. That's fine. You said it was an M-S, uh, M as in Mary, S as in Sam, B as in boy, 60083@yahoo.com? Yes, ma'am. Okay, I'll go ahead and get a confirmation, um, that you opted out, um, sent to your email. Thank you so much. I appreciate you- No, I'll be- ... and you have a happy holiday, ma'am. You as well. All right.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who can I help you with?

Speaker speaker_2: Yes, Pearl, my name is Marilyn Brown. How are you doing today, ma'am?

Speaker speaker_1: I'm good. Yourself?

Speaker speaker_2: I'm doing wonderful. The reason for this call today, I was informed during our onboarding that I had 30 days to call you all to, uh, make sure that I was not enrolled into your, like, work benefits or anything like that for insurance.

Speaker speaker_1: Okay. What's the name of that agency you work for?

Speaker speaker_2: Surge Unknown S-

Speaker speaker_1: Um-

Speaker speaker_2: ... Georgia.

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

Speaker speaker_2: 0805.

Speaker speaker_1: All right. Spare me one moment?

Speaker speaker_2: No problem.

Speaker speaker_1: And how long have you been working with Surge?

Speaker speaker_2: I just started last Monday.

Speaker speaker_1: Okay, so they haven't sent us over your information yet, so we can do one of two things. I can create you an account, but we'll need your full name, your full social, name, address, date of birth, phone number, all that good information, or we can wait until Surge sends over that information. I'm not sure when they would send it over. You just have to give us a call back with Monday or, um, something like that to m- to see when they, they send over your information. They do give you 30 days from the date of your first paycheck to decline the enrollment.

Speaker speaker_2: Yeah, but so I just started last Monday, this Monday, ma- one week, so you look at, um, 30 days get here fast and by my work schedule and getting off and be, being so exhausted, that's why I'm trying to call in now 'cause I don't want the 30 days to pass by and then forget.

Speaker speaker_1: Okay. Okay, so do you want to go ahead and create your account?

Speaker speaker_2: Yes, I do.

Speaker speaker_1: What is your full social?

Speaker speaker_2: 587-

Speaker speaker_1: Hello?

Speaker speaker_2: ... 25. Did you hear 587?

Speaker speaker_1: 587-

Speaker speaker_2: Or the-

Speaker speaker_1: Okay, 25-

Speaker speaker_2: Yes, ma'am. 0805.

Speaker speaker_1: Okay, and you said your name is Miss Marilyn Brown, correct?

Speaker speaker_2: My name is, th- that is correct.

Speaker speaker_1: Okay, and your address?

Speaker speaker_2: 179 Lincoln, L-I-N-C-O-L-N, Street.

Speaker speaker_1: Okay, I-

Speaker speaker_2: Unit A as in apple, and that's Hogansville, Georgia 30230.

Speaker speaker_1: Okay. And your date of birth?

Speaker speaker_2: October 8, 1970.

Speaker speaker_1: And your phone number?

Speaker speaker_2: 224-381-1080.

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

Speaker speaker_2: I am.

Speaker speaker_1: All righty. Well, I already got you opted out. Is there anything else I can assist you with?

Speaker speaker_2: Let me get your name, please.

Speaker speaker_1: Pearl.

Speaker speaker_2: Pearl, P-E-A-R-L?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_2: And what, what department you work in with Surge?

Speaker speaker_1: We are not part of Surge. We are the healthcare administrators for Benefits in a Card.

Speaker speaker_2: You's a healthcare administrator?

Speaker speaker_1: Yes.

Speaker speaker_2: Okay. I appreciate you, ma'am. What, what-

Speaker speaker_1: Now-

Speaker speaker_2: ... office are you in?

Speaker speaker_1: Um, there's only one.

Speaker speaker_2: And where is that at?

Speaker speaker_1: Um, South Carolina.

Speaker speaker_2: South Carolina? Okay. All right, then. Thank you so much. I appreciate you. Is there something like that I will get, uh, for confirmation to remi- to let me know that I've been opted out or that I will receive?

Speaker speaker_1: Um, no, ma'am, but, uh, you will receive the reminder text e- ev- um, once a week for the first 30 days, but you don't have to call back. You are opted out.

Speaker speaker_2: Okay. And, uh, do you have, um, as a reminder, you have my email information to send me something?

Speaker speaker_1: Um, actually I don't have your email. What is your email?

Speaker speaker_2: M as in Mary... No, no, no, no. Let me see. Which email did I use? I think, um, I don't know which email I used, but I will give you... it's M as in Mary, S as in Sam, B as in boy, 60083@yahoo.com, 'cause I don't know really which email I used, um, when I applied for the job 'cause I have two different emails.

Speaker speaker_1: No worries. That's fine. You said it was an M-S, uh, M as in Mary, S as in Sam, B as in boy, 60083@yahoo.com?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Okay, I'll go ahead and get a confirmation, um, that you opted out, um, sent to your email.

Speaker speaker_2: Thank you so much. I appreciate you-

Speaker speaker_1: No, I'll be-

Speaker speaker_2: ... and you have a happy holiday, ma'am.

Speaker speaker_1: You as well.

Speaker speaker_2: All right.