

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 and a Card. My name is Pearl. Who do I have the pleasure of speaking with? This is Ron Mill. May I- And how can I assist you? Well, I just got a text message on my phone that said, "Call before my window closes for Surge." Okay. Did you just start working with them? Well, I started a couple weeks ago. Okay. So Surge he- offers healthcare benefits to their employees; dental, medical, vision, short-term disability, stuff like that. And the price that, th- sorry, the price depends on how many plans you choose and who you choose to cover. And it's something that they deduct weekly from your check. Mm-hmm. Well, I'm not really working for them right now because I, uh, I haven't had any calls or whatever about no work coming in. So I have to get back with you on that. All righty. So when you do start working with them, um, just make sure to either enroll or decline within the first 30 days of receiving your first paycheck. Um- Mm-hmm. ... that way if you don't want the insurance, they don't enroll you or if you do, you get enrolled in the plan you want. Okay? Okay. Thank you. No problem. 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 and a Card. My name is Pearl. Who do I have the pleasure of speaking with?

Speaker speaker_2: This is Ron Mill. May I-

Speaker speaker_1: And how can I assist you?

Speaker speaker_2: Well, I just got a text message on my phone that said, "Call before my window closes for Surge."

Speaker speaker_1: Okay. Did you just start working with them?

Speaker speaker_2: Well, I started a couple weeks ago.

Speaker speaker_1: Okay. So Surge he- offers healthcare benefits to their employees; dental, medical, vision, short-term disability, stuff like that. And the price that, th- sorry, the price depends on how many plans you choose and who you choose to cover. And it's something that they deduct weekly from your check.

Speaker speaker_2: Mm-hmm. Well, I'm not really working for them right now because I, uh, I haven't had any calls or whatever about no work coming in. So I have to get back with you on that.

Speaker speaker_1: All righty. So when you do start working with them, um, just make sure to either enroll or decline within the first 30 days of receiving your first paycheck. Um-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... that way if you don't want the insurance, they don't enroll you or if you do, you get enrolled in the plan you want. Okay?

Speaker speaker_2: Okay. Thank you.

Speaker speaker_1: No problem. Have a great day.

Speaker speaker_2: You too.