

Transcript: Pearl

Rojas-5978955078352896-4803511616454656

Full Transcript

Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl, who would I like to speak with? Michael Lynch. And how can I assist you? Oh, I just received a text message and I was calling to see what- what's going on with the text message? Okay. What does that text message say? Huh? What does the text message say? It was saying something about there has been a job and then it said call something in 30, um, before 30 days, something like that. Do you work for Staffing, EDC? Yes. For which one? Surge Staffing. Okay. So Surge Staffing offers healthcare benefits to their employees; medical, dental, vision, short-term disability, things like that. Um, they give you 30 days from the day of your fir- first pay check to either enroll in a plan that you like or to decline the coverage in its entirety. If you do neither, they automatically enroll you in a preventative health plan that's deducted from your check every week. The price of these plans depends on where- how many plans you choose and who you choose to cover. Oh, okay. I need that kind of information. Mm-hmm. Yeah. I gotcha- Did you want to decline here? Okay. Thank you so much for calling. You have a great day. Uh, uh, I want to decline it. I don't want one. Okay. What are the last four digits of your Social? 7217. Can you confirm your address and date of birth for me? 12090 14873 54. And the city and state? Hanson, North Carolina. Can I have your phone number as nine- uh, 252-319-8569? Yes, ma'am. Can I have your email address as williams sb1991@yahoo.com? Yes, ma'am. And you said you wanted to decline the coverage today, correct? Yes, ma'am. All righty. Well, then I got you opted out. Is there anything else I can assist you with? No, ma'am. Thank you so much for calling. You have a good day.

Conversation Format

Speaker speaker_0: Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl, who would I like to speak with?

Speaker speaker_1: Michael Lynch.

Speaker speaker_0: And how can I assist you?

Speaker speaker_1: Oh, I just received a text message and I was calling to see what- what's going on with the text message?

Speaker speaker_0: Okay. What does that text message say?

Speaker speaker_1: Huh?

Speaker speaker_0: What does the text message say?

Speaker speaker_1: It was saying something about there has been a job and then it said call something in 30, um, before 30 days, something like that.

Speaker speaker_0: Do you work for Staffing, EDC?

Speaker speaker_1: Yes.

Speaker speaker_0: For which one?

Speaker speaker_1: Surge Staffing.

Speaker speaker_0: Okay. So Surge Staffing offers healthcare benefits to their employees; medical, dental, vision, short-term disability, things like that. Um, they give you 30 days from the day of your fir- first pay check to either enroll in a plan that you like or to decline the coverage in its entirety. If you do neither, they automatically enroll you in a preventative health plan that's deducted from your check every week. The price of these plans depends on where- how many plans you choose and who you choose to cover.

Speaker speaker_1: Oh, okay. I need that kind of information.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: Yeah. I gotcha-

Speaker speaker_0: Did you want to decline here? Okay. Thank you so much for calling. You have a great day.

Speaker speaker_1: Uh, uh, I want to decline it. I don't want one.

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

Speaker speaker_1: 7217.

Speaker speaker_0: Can you confirm your address and date of birth for me?

Speaker speaker_1: 12090 14873 54.

Speaker speaker_0: And the city and state?

Speaker speaker_1: Hanson, North Carolina.

Speaker speaker_0: Can I have your phone number as nine- uh, 252-319-8569?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Can I have your email address as williams sb1991@yahoo.com?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: And you said you wanted to decline the coverage today, correct?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: All righty. Well, then I got you opted out. Is there anything else I can assist you with?

Speaker speaker_1: No, ma'am.

Speaker speaker_0: Thank you so much for calling. You have a good day.