

Transcript: Pearl

Rojas-6043758201454592-5886100756545536

Full Transcript

Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who did I have the pleasure of speaking with? Uh, yeah, my name is Bobby. Uh, Flippo, F-L-I-P-P-O. I just acquired a job through Surge, and they, they said to call this number as far as, um, coverage, and all that kind of thing, so... Okay. Did you want to enroll today or did you need more information? Okay. So I, I still have to enroll for it? Yes. Okay. So I wasn't sure if they just took it out, or if it was in, already working or... So I just have to enroll. Well, they do have an auto-enrollment program. If you don't want the coverage, you do have to decline, um- Okay. ... either through the onboarding through us over the phone or online. Um, but they do have an auto-enrollment program, yes. Okay. And that would be just for the time period I work for the agency? Yes. Okay. Um, you can opt to keep it after, but you would have to make four direct payments- Oh. ... and then go through the other, um, the other company that keeps it after that. Okay. And roughly how, like how much a week, um, does it cost? So it just depends on how many plans you choose because everything is separate; medical, dental, vision, short term facility. It's all separate. Um- Okay. ... and then who you choose to cover. You can cover just yourself, you and just your children, you and just your spouse, or the whole family together. So it's just depending on what you choose. Okay. But I do need to opt out now if I choose to not do it? Within 30 days of receiving- Okay. ... your first paycheck. Okay. Well, I'll probably get a paycheck this week. Mm-hmm. So like- You can do it today. Um, you can do it today or whenever you'd like, but you have 30 days to decide whether you want to decline or enroll. Okay. I see. Okay. Well, I, honestly, let's, let's just go ahead and decline, I think. Okay. What is the last four digits of your social? It's, uh, it's 4267. Okay. So it looks like they haven't sent over your information yet. Okay. So we can either do one of two things. We can wait until they send over that information. It will... You do have 30 days from your first paycheck to do so. Okay. Or we can create your account today. I will need your full social name, address, date of birth, phone number, and email address. Okay. And we can get you declined today. How... It's just however you prefer. Okay. Um, I mean, I'm tempted to do it. I just don't... I think we'll just decline today. Okay. If you can provide me with your full social. Uh, 28392 4267. And you said your first name is Bobby? Yeah. No, I think it's cool you guys offer that because most of the time you, they don't. You know? But... Can you spell that last name for me again? Yeah. It's, uh, F-L-I-P-P-O. Okay. Give me one moment. There, need one moment. My computer's a little slow. No, it's all... It's okay. All right. Through my employer there as soon as I get on, I get insurance so I don't have to wait. You know what I mean? Yeah. But like I said, most agencies don't even offer any kind of insurance. So I think it's a good thing, you know. I just don't think I'll use it. You know? Yeah, no worries. And what is that address? It's, uh, 1061 Kings Cross, just like it sounds. Mm-hmm. Drive. And that's Wadsworth, Ohio. Okay. And ZIP code? 44281. And date of birth? 8/16/77. Okay. Your phone number? Uh, 409-200-5849. And

we're declining benefits today. Okay. You are- Yep. ... currently opted out. Is there anything else I can assist you with? I think that's it. Thank you so much for calling. Have a great day. All right. You have a good night. Bye. Bye-bye.

Conversation Format

Speaker speaker_0: Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who did I have the pleasure of speaking with?

Speaker speaker_1: Uh, yeah, my name is Bobby. Uh, Flippo, F-L-I-P-P-O. I just a- acquired a job through Surge, and they, they said to call this number as far as, um, coverage, and all that kind of thing, so...

Speaker speaker_0: Okay. Did you want to enroll today or did you need more information?

Speaker speaker_1: Okay. So I, I still have to enroll for it?

Speaker speaker_0: Yes.

Speaker speaker_1: Okay. So I wasn't sure if they just took it out, or if it was in, already working or... So I just have to enroll.

Speaker speaker_0: Well, they do have an auto-enrollment program. If you don't want the coverage, you do have to decline, um-

Speaker speaker_1: Okay.

Speaker speaker_0: ... either through the onboarding through us over the phone or online. Um, but they do have an auto-enrollment program, yes.

Speaker speaker_1: Okay. And that would be just for the time period I work for the agency?

Speaker speaker_0: Yes.

Speaker speaker_1: Okay.

Speaker speaker_0: Um, you can opt to keep it after, but you would have to make four direct payments-

Speaker speaker_1: Oh.

Speaker speaker_0: ... and then go through the other, um, the other company that keeps it after that.

Speaker speaker_1: Okay. And roughly how, like how much a week, um, does it cost?

Speaker speaker_0: So it just depends on how many plans you choose because everything is separate; medical, dental, vision, short term facility. It's all separate. Um-

Speaker speaker_1: Okay.

Speaker speaker_0: ... and then who you choose to cover. You can cover just yourself, you and just your children, you and just your spouse, or the whole family together. So it's just depending on what you choose.

Speaker speaker_1: Okay. But I do need to opt out now if I choose to not do it?

Speaker speaker_0: Within 30 days of receiving-

Speaker speaker_1: Okay.

Speaker speaker_0: ... your first paycheck.

Speaker speaker_1: Okay. Well, I'll probably get a paycheck this week.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: So like-

Speaker speaker_0: You can do it today. Um, you can do it today or whenever you'd like, but you have 30 days to decide whether you want to decline or enroll.

Speaker speaker_1: Okay. I see. Okay. Well, I, honestly, let's, let's just go ahead and decline, I think.

Speaker speaker_0: Okay. What is the last four digits of your social?

Speaker speaker_1: It's, uh, it's 4267.

Speaker speaker_0: Okay. So it looks like they haven't sent over your information yet.

Speaker speaker_1: Okay.

Speaker speaker_0: So we can either do one of two things. We can wait until they send over that information. It will... You do have 30 days from your first paycheck to do so.

Speaker speaker_1: Okay.

Speaker speaker_0: Or we can create your account today. I will need your full social name, address, date of birth, phone number, and email address.

Speaker speaker_1: Okay.

Speaker speaker_0: And we can get you declined today. How... It's just however you prefer.

Speaker speaker_1: Okay. Um, I mean, I'm tempted to do it. I just don't... I think we'll just decline today.

Speaker speaker_0: Okay. If you can provide me with your full social.

Speaker speaker_1: Uh, 28392 4267.

Speaker speaker_0: And you said your first name is Bobby?

Speaker speaker_1: Yeah. No, I think it's cool you guys offer that because most of the time you, they don't. You know? But...

Speaker speaker_0: Can you spell that last name for me again?

Speaker speaker_1: Yeah. It's, uh, F-L-I-P-P-O.

Speaker speaker_0: Okay. Give me one moment. There, need one moment. My computer's a little slow.

Speaker speaker_1: No, it's all... It's okay. All right. Through my employer there as soon as I get on, I get insurance so I don't have to wait. You know what I mean?

Speaker speaker_0: Yeah.

Speaker speaker_1: But like I said, most agencies don't even offer any kind of insurance. So I think it's a good thing, you know. I just don't think I'll use it. You know?

Speaker speaker_0: Yeah, no worries. And what is that address?

Speaker speaker_1: It's, uh, 1061 Kings Cross, just like it sounds.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: Drive. And that's Wadsworth, Ohio.

Speaker speaker_0: Okay. And ZIP code?

Speaker speaker_1: 44281.

Speaker speaker_0: And date of birth?

Speaker speaker_1: 8/16/77.

Speaker speaker_0: Okay. Your phone number?

Speaker speaker_1: Uh, 409-200-5849.

Speaker speaker_0: And we're declining benefits today. Okay. You are-

Speaker speaker_1: Yep.

Speaker speaker_0: ... currently opted out. Is there anything else I can assist you with?

Speaker speaker_1: I think that's it.

Speaker speaker_0: Thank you so much for calling. Have a great day.

Speaker speaker_1: All right. You have a good night. Bye.

Speaker speaker_0: Bye-bye.