

Transcript: Pearl

Rojas-6156073795502080-5392403786285056

Full Transcript

Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who do I have the pleasure of speaking with? Randi. And how can I assist you? Um, I got a text message from num- from a number saying, "Congratulations on your job with Surge. You will be audio enrolled in MBC within 30 days" and to call this number. I was trying to figure out what's that about? Okay, so Surge has an auto-enroll program. They ha- offer healthcare benefits to their employees and that, um, so they have for medical, dental, vision, short-term disability, stuff like that. The price depends on how many plans you choose and who you choose to cover. And if you don't call to decline or pick a plan that you like, you're automatically enrolled in a preventative health plan that gets deducted from your check every week. Mm-hmm. Okay. Hello? Do you have any questions? Okay. So what- what do- what did I didn't understand, or what are... How do this work? I'm sorry. Um, mm-hmm. Hello? So their healthcare benefits, they're all separate, dental, medical, vision, short-term disability. They're all separate plans. The price depends on who you choose to cover. You can cover just yourself, you and your spouse, you and just your kids, or you and your spouse and your kids. Um, it ju- uh, so the price depends on who you choose to cover and how many plans you choose. And it's, there are deductions from your check every week, um, which is how, if you, if you need them. It's not something that you have to have, it's just something that Surge offers. Oh, okay. Okay. That's all I wanted to figure out what it was. Thank you. No problem. Thank you for calling. Have a great day.

Conversation Format

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

Speaker speaker_1: Randi.

Speaker speaker_0: And how can I assist you?

Speaker speaker_1: Um, I got a text message from num- from a number saying, "Congratulations on your job with Surge. You will be audio enrolled in MBC within 30 days" and to call this number. I was trying to figure out what's that about?

Speaker speaker_0: Okay, so Surge has an auto-enroll program. They ha- offer healthcare benefits to their employees and that, um, so they have for medical, dental, vision, short-term disability, stuff like that. The price depends on how many plans you choose and who you choose to cover. And if you don't call to decline or pick a plan that you like, you're

automatically enrolled in a preventative health plan that gets deducted from your check every week.

Speaker speaker_1: Mm-hmm. Okay. Hello?

Speaker speaker_0: Do you have any questions?

Speaker speaker_1: Okay. So what- what do- what did I didn't understand, or what are... How do this work? I'm sorry. Um, mm-hmm. Hello?

Speaker speaker_0: So their healthcare benefits, they're all separate, dental, medical, vision, short-term disability. They're all separate plans. The price depends on who you choose to cover. You can cover just yourself, you and your spouse, you and just your kids, or you and your spouse and your kids. Um, it ju- uh, so the price depends on who you choose to cover and how many plans you choose. And it's, there are deductions from your check every week, um, which is how, if you, if you need them. It's not something that you have to have, it's just something that Surge offers.

Speaker speaker_1: Oh, okay. Okay. That's all I wanted to figure out what it was. Thank you.

Speaker speaker_0: No problem. Thank you for calling. Have a great day.