Transcript: Pearl Rojas-6215858138169344-5304468896530432

Full Transcript

Good morning. Thank you for calling Benefits in a Card. My name is Pearl. Who the hell is that I'm speaking with? This is ... Good morning. Um, I got this message from Surge. I'm calling to confirm about my, um, my, my next 30 days. You said I should call and enroll before 30 days. I'm sorry, you sound really far away. I can barely understand you. Y- y- you got a text message from Surge? Yeah. From Surge. Uh, they say I should call this number. They say my job with Surge, uh, "Your job with Surge will be automatic enroll in make 10er racks." Okay. So Surge has an auto-enrollment program. They offer healthcare benefits. Yes. If you don't call within 30 days of receiving your first check, um, to either decline, say you don't want the coverage, or to choose the plans you want, you're automatically enrolled in a plan that they take from your check every week. Oh, okay. I understand. Okay. Thank you. No problem. Is there anything else I can help you with? Um, I, I, I, I read in your, this is Surge. I read in your Surge, uh, website, if you refer one person who's working with Surge, you are getting a reward. But I refer a lot of people, I haven't got any. You would have to talk to them about that. All right. Okay, thank you. No problem. Have a great day. Thank you. Bye.

Conversation Format

Speaker speaker_0: Good morning. Thank you for calling Benefits in a Card. My name is Pearl. Who the hell is that I'm speaking with?

Speaker speaker_1: This is ... Good morning. Um, I got this message from Surge. I'm calling to confirm about my, um, my, my next 30 days. You said I should call and enroll before 30 days.

Speaker speaker_0: I'm sorry, you sound really far away. I can barely understand you. Y- y- you got a text message from Surge?

Speaker speaker_1: Yeah. From Surge. Uh, they say I should call this number. They say my job with Surge, uh, "Your job with Surge will be automatic enroll in make 10er racks."

Speaker speaker_0: Okay. So Surge has an auto-enrollment program. They offer healthcare benefits.

Speaker speaker_1: Yes.

Speaker speaker_0: If you don't call within 30 days of receiving your first check, um, to either decline, say you don't want the coverage, or to choose the plans you want, you're

automatically enrolled in a plan that they take from your check every week.

Speaker speaker_1: Oh, okay. I understand. Okay. Thank you.

Speaker speaker_0: No problem. Is there anything else I can help you with?

Speaker speaker_1: Um, I, I, I, I read in your, this is Surge. I read in your Surge, uh, website, if you refer one person who's working with Surge, you are getting a reward. But I refer a lot of people, I haven't got any.

Speaker speaker_0: You would have to talk to them about that.

Speaker speaker_1: All right. Okay, thank you.

Speaker speaker_0: No problem. Have a great day.

Speaker speaker_1: Thank you. Bye.