

## Transcript: Pearl

**Rojas-6439937726431232-5409560148787200**

### Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Good morning. Thank you for calling Benefits in the ?My name is Pearl. Who do I have the pleasure of speaking with? I'm speaking with Mendell. And how can I assist you? Huh? How can I assist you? Well, I just got a text. I got a text, you know, last night about 9:00 from Surge. Okay. What does the text message say? Said about some, um... Like something in the car or something. I don't know. Just said, uh, about a job being call, uh, called BRC or something. Um, 'cause we're not part of the staffing agency, so I don't... If, if the message had our number on it, it's most likely not about a, an assignment. Um, did you just recently start with Surge? Yes, I am. Okay, so Surge offers healthcare, um, to their employees. Medical, dental, vision, short-term disability, stuff like that. They give their employees 30 days from receiving their first paycheck to either enroll in plans that they choose or to decline the coverage altogether. Uh, if you do neither, you're automatically enrolled in a preventative health plan that's deducted from your check every week. I need to. I need to, but right now, um, I'm not working due to the slowness. Um, yeah. Okay. So at the moment, you're not on assignment? No, I'm not on assignment right now. Okay. You can go ahead and ignore the message though. No worries. All right. Thank you. Have a good day. Thank you.

### Conversation Format

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Good morning. Thank you for calling Benefits in the ?My name is Pearl. Who do I have the pleasure of speaking with?

Speaker speaker\_2: I'm speaking with Mendell.

Speaker speaker\_1: And how can I assist you?

Speaker speaker\_2: Huh?

Speaker speaker\_1: How can I assist you?

Speaker speaker\_2: Well, I just got a text. I got a text, you know, last night about 9:00 from Surge.

Speaker speaker\_1: Okay. What does the text message say?

Speaker speaker\_2: Said about some, um... Like something in the car or something. I don't know. Just said, uh, about a job being call, uh, called BRC or something.

Speaker speaker\_1: Um, 'cause we're not part of the staffing agency, so I don't... If, if the message had our number on it, it's most likely not about a, an assignment. Um, did you just recently start with Surge?

Speaker speaker\_2: Yes, I am.

Speaker speaker\_1: Okay, so Surge offers healthcare, um, to their employees. Medical, dental, vision, short-term disability, stuff like that. They give their employees 30 days from receiving their first paycheck to either enroll in plans that they choose or to decline the coverage altogether. Uh, if you do neither, you're automatically enrolled in a preventative health plan that's deducted from your check every week.

Speaker speaker\_2: I need to. I need to, but right now, um, I'm not working due to the slowness. Um, yeah.

Speaker speaker\_1: Okay. So at the moment, you're not on assignment?

Speaker speaker\_2: No, I'm not on assignment right now.

Speaker speaker\_1: Okay. You can go ahead and ignore the message though. No worries.

Speaker speaker\_2: All right. Thank you.

Speaker speaker\_1: Have a good day.

Speaker speaker\_2: Thank you.