

Transcript: Pearl

Rojas-6589991495712768-6173664394133504

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? You're speaking with Lynn. What is this about right here? Um, we are Benefits in a Card. We're healthcare administrators for staffing agencies. Yes, I'm with Surge. All right. Surge offers healthcare benefits to their employees; medical, dental, vision, short-term disability, stuff like that. And they give you 30 days to... from receiving your first paycheck to enroll or decline the coverage. Um, if you don't do either, they automatically enroll you in a preventative health plan that check every week. No, I don't need it. I got health insurance. Okay, what are the last four digits of your Social? 7366. All right. And if you can confirm your address and date of birth. 3-18-1971. My address is 3330 Arrowhead Boulevard. All right. And the city and state? Excuse me? The city and state? Jonesboro, Georgia. Can I have your phone number as 470-330-6404? Yes. Can I have your email address as taylorlynn@gmail.com? Yes. All right. So yes, it looks like ex-... Looks like we got you opted out on the third of this month. You will receive text message reminders for the fir-... uh, once a week for the first 30 days. But you already called to opt out, so you don't have to worry about that no more. Okay? All right. Thank you. Thank you so much for calling. You have a great day. You too. Bye-bye.

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: You're speaking with Lynn. What is this about right here?

Speaker speaker_0: Um, we are Benefits in a Card. We're healthcare administrators for staffing agencies.

Speaker speaker_1: Yes, I'm with Surge.

Speaker speaker_0: All right. Surge offers healthcare benefits to their employees; medical, dental, vision, short-term disability, stuff like that. And they give you 30 days to... from receiving your first paycheck to enroll or decline the coverage. Um, if you don't do either, they automatically enroll you in a preventative health plan that check every week.

Speaker speaker_1: No, I don't need it. I got health insurance.

Speaker speaker_0: Okay, what are the last four digits of your Social?

Speaker speaker_1: 7366.

Speaker speaker_0: All right. And if you can confirm your address and date of birth.

Speaker speaker_1: 3-18-1971. My address is 3330 Arrowhead Boulevard.

Speaker speaker_0: All right. And the city and state?

Speaker speaker_1: Excuse me?

Speaker speaker_0: The city and state?

Speaker speaker_1: Jonesboro, Georgia.

Speaker speaker_0: Can I have your phone number as 470-330-6404?

Speaker speaker_1: Yes.

Speaker speaker_0: Can I have your email address as taylorlynn@gmail.com?

Speaker speaker_1: Yes.

Speaker speaker_0: All right. So yes, it looks like ex-... Looks like we got you opted out on the third of this month. You will receive text message reminders for the fir-... uh, once a week for the first 30 days. But you already called to opt out, so you don't have to worry about that no more. Okay?

Speaker speaker_1: All right. Thank you.

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

Speaker speaker_1: You too.

Speaker speaker_0: Bye-bye.