

Transcript: Pearl

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Full Transcript

Hi. Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl ... You can speak into this. Uh, Tyler Santee. And how can I assist you? Um, I would like to opt in for the benefits through, uh, Surge. Okay. And the last four digits of your social? Three... Sorry, one sec. Uh, 3318. Okay, bear with me one moment. Can you verify your address and date of birth for me? Um, address is, um, 4711 Walnut Road, uh, Lot K10, Buckeye Lake, Ohio, uh, 43008. And date of birth is 5-11-05. And phone number is 641-3120? Yes, ma'am. And have you emailed us at tylersantee1@gmail.com? Um, I need to change that. It is, um, tyler santee, um, um, 0511. All righty. And do you know what you're wanting to enroll in today? What's that, ma'am? I'm sorry. Do you know what you're wanting to enroll in today? Um, not exa... I don't know exactly what the benefits are. I just know I would like them if they offer 'em. Okay. So what I can do- Uh, it- ... is I can send you a copy of the benefit guide. That's going to show you the plans that are offered, what they cover, how much they cost depending on who you cover. Um, because you do have multiple hire dates, we do have to perform what's called an eligibility review. And this is just our office confirming with Surge that you are eligible to enroll. This process normally takes about 24 to 48 hours, but as soon as they let me know if you're eligible or not, I will give you a call back and we can either enroll you or see what our next options are. Okay. Yeah, that, that's fine. I just want some form of, um, health, healthcare, 'cause I have really bad ankles and I need some like m- I honestly need some, like, medication for that 'cause that's, th- that's really what the job, like, loss has been because of my ankles and not... I didn't know that this was a thing, so I really didn't know I could, like, get a doctor for it and stuff. So yeah, that, um, just health for right now. Okay. All right. You're still gonna get an email from info@benefitsinacard.com. You should go to your inbox. If you don't see it in your inbox, uh, you try that spam or junk folder because there are two medical- Oh. ... plans that you can choose from, and they cover at a, a slightly different dollar amount for each one, okay? Okay. Hm. I'm so sorry, ma'am. Can we do a different email? I apologize. Sorry, um, is it because it hasn't come through yet? No, it's just that I don't have that email hooked up to my, um, Gmail. I'm, I'm sorry. You're fine. What's the email? Um, it'll be, it'll be tylersantee11@gmail.com. All righty. And... Sorry about that. I went ahead and got that sent. No worries. I went ahead and got that sent. Um, so as soon as they let me know if you're eligible or not, I'll give you a call back and then we can go over the plans that you, um, like best, okay? Okay, ma'am. Thank you so much. Thank you so much for calling. You have a great day. You too.

Conversation Format

Speaker speaker_0: Hi. Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl ... You can speak into this.

Speaker speaker_1: Uh, Tyler Santee.

Speaker speaker_0: And how can I assist you?

Speaker speaker_1: Um, I would like to opt in for the benefits through, uh, Surge.

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

Speaker speaker_1: Three... Sorry, one sec. Uh, 3318.

Speaker speaker_0: Okay, bear with me one moment. Can you verify your address and date of birth for me?

Speaker speaker_1: Um, address is, um, 4711 Walnut Road, uh, Lot K10, Buckeye Lake, Ohio, uh, 43008. And date of birth is 5-11-05.

Speaker speaker_0: And phone number is 641-3120?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: And have you emailed us at tylersantee1@gmail.com?

Speaker speaker_1: Um, I need to change that. It is, um, tyler santee, um, um, 0511.

Speaker speaker_0: All righty. And do you know what you're wanting to enroll in today?

Speaker speaker_1: What's that, ma'am? I'm sorry.

Speaker speaker_0: Do you know what you're wanting to enroll in today?

Speaker speaker_1: Um, not exa... I don't know exactly what the benefits are. I just know I would like them if they offer 'em.

Speaker speaker_0: Okay. So what I can do-

Speaker speaker_1: Uh, it-

Speaker speaker_0: ... is I can send you a copy of the benefit guide. That's going to show you the plans that are offered, what they cover, how much they cost depending on who you cover. Um, because you do have multiple hire dates, we do have to perform what's called an eligibility review. And this is just our office confirming with Surge that you are eligible to enroll. This process normally takes about 24 to 48 hours, but as soon as they let me know if you're eligible or not, I will give you a call back and we can either enroll you or see what our next options are.

Speaker speaker_1: Okay. Yeah, that, that's fine. I just want some form of, um, health, healthcare, 'cause I have really bad ankles and I need some like m- I honestly need some, like, medication for that 'cause that's, th- that's really what the job, like, loss has been because of my ankles and not... I didn't know that this was a thing, so I really didn't know I could, like, get a doctor for it and stuff. So yeah, that, um, just health for right now.

Speaker speaker_0: Okay. All right. You're still gonna get an email from info@benefitsinacard.com. You should go to your inbox. If you don't see it in your inbox, uh, you try that spam or junk folder because there are two medical-

Speaker speaker_1: Oh.

Speaker speaker_0: ... plans that you can choose from, and they cover at a, a slightly different dollar amount for each one, okay?

Speaker speaker_1: Okay. Hm. I'm so sorry, ma'am. Can we do a different email? I apologize.

Speaker speaker_0: Sorry, um, is it because it hasn't come through yet?

Speaker speaker_1: No, it's just that I don't have that email hooked up to my, um, Gmail. I'm, I'm sorry.

Speaker speaker_0: You're fine. What's the email?

Speaker speaker_1: Um, it'll be, it'll be tylersantee11@gmail.com.

Speaker speaker_0: All righty. And...

Speaker speaker_1: Sorry about that.

Speaker speaker_0: I went ahead and got that sent. No worries. I went ahead and got that sent. Um, so as soon as they let me know if you're eligible or not, I'll give you a call back and then we can go over the plans that you, um, like best, okay?

Speaker speaker_1: Okay, ma'am. Thank you so much.

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

Speaker speaker_1: You too.