

## Transcript: Pearl

**Rojas-4525094901301248-6649302108258304**

### 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? Uh, this is Jason Williams. And how can I assist you? Uh, hello. My, uh, recruiter asked me to fill out some paperwork online, and it was directed to me to this site. I didn't see any way to, like, opt out of the insurance at this time. Uh, I just wanted to make sure I didn't, like, accidentally enroll or anything for something I didn't need. Okay. What's the name of the company that you work for? Uh, Integrity... uh. I can't find the name. Yeah, Integrity Trade Services. Okay. And what are the last four digits of your Social? 5843. All right. And I'm sorry, your name again? Jason Williams. Williams. Okay. So, we don't have information yet because you're just filling out the, the application and stuff. Um- Okay. ... let me see. Integrity. Okay, Integrity does have auto enrollment. So we can do one of two things. I can create you an account today but I will need your full a- full social name, address, date of birth, phone number, um, to decline you today, or we can wait until Integrity sends us over your information. They give you 30 da- days after your, the date of your first paycheck to decline. It's just however you prefer. Uh, let's go ahead and take care of it now 'cause I know I'll probably forget. Okay. And what is your full Social? 329-78-5843. All righty. And you said Jason Williams, correct? Yes. And your address? 528 Landau Road. The city and state? University Park, Illinois. Date of birth? August 19th, 1980. Phone number? 773-709-6698. Okay. And you said we're declining coverage today, correct? Yes, I am. All righty. Okay, well I went and got you opted out. Is there anything I can assist you with today? No, Pearl, you've been amazing. Thank you so much. Thank you so much for calling. You have a great day. Thank you. You too.

### 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: Uh, this is Jason Williams.

Speaker speaker\_0: And how can I assist you?

Speaker speaker\_1: Uh, hello. My, uh, recruiter asked me to fill out some paperwork online, and it was directed to me to this site. I didn't see any way to, like, opt out of the insurance at this time. Uh, I just wanted to make sure I didn't, like, accidentally enroll or anything for something I didn't need.

Speaker speaker\_0: Okay. What's the name of the company that you work for?

Speaker speaker\_1: Uh, Integrity... uh. I can't find the name. Yeah, Integrity Trade Services.

Speaker speaker\_0: Okay. And what are the last four digits of your Social?

Speaker speaker\_1: 5843.

Speaker speaker\_0: All right. And I'm sorry, your name again?

Speaker speaker\_1: Jason Williams.

Speaker speaker\_0: Williams. Okay. So, we don't have information yet because you're just filling out the, the application and stuff. Um-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... let me see. Integrity. Okay, Integrity does have auto enrollment. So we can do one of two things. I can create you an account today but I will need your full a- full social name, address, date of birth, phone number, um, to decline you today, or we can wait until Integrity sends us over your information. They give you 30 da- days after your, the date of your first paycheck to decline. It's just however you prefer.

Speaker speaker\_1: Uh, let's go ahead and take care of it now 'cause I know I'll probably forget.

Speaker speaker\_0: Okay. And what is your full Social?

Speaker speaker\_1: 329-78-5843.

Speaker speaker\_0: All righty. And you said Jason Williams, correct?

Speaker speaker\_1: Yes.

Speaker speaker\_0: And your address?

Speaker speaker\_1: 528 Landau Road.

Speaker speaker\_0: The city and state?

Speaker speaker\_1: University Park, Illinois.

Speaker speaker\_0: Date of birth?

Speaker speaker\_1: August 19th, 1980.

Speaker speaker\_0: Phone number?

Speaker speaker\_1: 773-709-6698.

Speaker speaker\_0: Okay. And you said we're declining coverage today, correct?

Speaker speaker\_1: Yes, I am.

Speaker speaker\_0: All righty. Okay, well I went and got you opted out. Is there anything I can assist you with today?

Speaker speaker\_1: No, Pearl, you've been amazing. Thank you so much.

Speaker speaker\_0: Thank you so much for calling. You have a great day.

Speaker speaker\_1: Thank you. You too.