

## **Transcript: Pearl**

**Rojas-4604884774338560-6148050686099456**

### **Full Transcript**

Good morning. Thank you for calling Benefits in a Card. My name is Pearl. Who do I have the pleasure of speaking with? Uh, yes, I wanted to, uh, get off of your health insurance plan. Okay. And what's the name of this agency you work for? Uh, Integrity. And the last four digits of your social? I'm sorry? The last four digits of your social. 7435. All righty. And your name? Joe Louis Wilson III. And your action and date of birth. 07/29/81. And your address? 2514 North Western Parkway. And the city and state? Louisville, Kentucky. Okay. And your phone number is 502-387-5021? Yes. And I have your email address as gratefulgatekeeper@gmail.com? Yes. And you said you wanted to decline coverage, correct? I wanted to decline it, yes. All righty. Well, then I got you opted out. Is there anything else I can assist you with? Uh, no. So when will I be opted out? You're already opted out. Oh, okay. All right. Well, thank you so much. No problem. Thank you so much for calling in every day. All right. Bye-bye.

### **Conversation Format**

Speaker speaker\_0: Good morning. 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, yes, I wanted to, uh, get off of your health insurance plan.

Speaker speaker\_0: Okay. And what's the name of this agency you work for?

Speaker speaker\_1: Uh, Integrity.

Speaker speaker\_0: And the last four digits of your social?

Speaker speaker\_1: I'm sorry?

Speaker speaker\_0: The last four digits of your social.

Speaker speaker\_1: 7435.

Speaker speaker\_0: All righty. And your name?

Speaker speaker\_1: Joe Louis Wilson III.

Speaker speaker\_0: And your action and date of birth.

Speaker speaker\_1: 07/29/81.

Speaker speaker\_0: And your address?

Speaker speaker\_1: 2514 North Western Parkway.

Speaker speaker\_0: And the city and state?

Speaker speaker\_1: Louisville, Kentucky.

Speaker speaker\_0: Okay. And your phone number is 502-387-5021?

Speaker speaker\_1: Yes.

Speaker speaker\_0: And I have your email address as gratefulgatekeeper@gmail.com?

Speaker speaker\_1: Yes.

Speaker speaker\_0: And you said you wanted to decline coverage, correct?

Speaker speaker\_1: I wanted to decline it, yes.

Speaker speaker\_0: All righty. Well, then I got you opted out. Is there anything else I can assist you with?

Speaker speaker\_1: Uh, no. So when will I be opted out?

Speaker speaker\_0: You're already opted out.

Speaker speaker\_1: Oh, okay. All right. Well, thank you so much.

Speaker speaker\_0: No problem. Thank you so much for calling in every day.

Speaker speaker\_1: All right. Bye-bye.