

## **Transcript: Pearl**

**Rojas-4865411009527808-5664570255917056**

### **Full Transcript**

Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who does it look like I should be speaking with? It's Priscilla Herd. And how can I assist you? I don't know, I keep getting texts next to me that say to enroll in something. I don't even know what I'm supposed to be enrolling in. Do you work with a staffing agency? No, I don't. Okay. It could be possibly that your phone number was linked to someone's else's account or they typed it in wrong. Um, if you don't work for a staffing agency, I believe you can respond, like, opt out and those messages will stop. All right. 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. Who does it look like I should be speaking with?

Speaker speaker\_1: It's Priscilla Herd.

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

Speaker speaker\_1: I don't know, I keep getting texts next to me that say to enroll in something. I don't even know what I'm supposed to be enrolling in.

Speaker speaker\_0: Do you work with a staffing agency?

Speaker speaker\_1: No, I don't.

Speaker speaker\_0: Okay. It could be possibly that your phone number was linked to someone's else's account or they typed it in wrong. Um, if you don't work for a staffing agency, I believe you can respond, like, opt out and those messages will stop.

Speaker speaker\_1: All right.

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

Speaker speaker\_1: You too.