

## Transcript: Pearl

**Rojas-4897665262993408-6422659101016064**

### Full Transcript

Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who does and pleasure speaking with? Yes, this is Braden Evans. Uh, I, I got this sent in the mail to me through, uh, through my work. I don't want these benefits because I already have Medicare. Um... Okay. I just, I just wanted to make sure that I wasn't automatically put onto this stuff, because like I said, I'm, I'm trying not to mess up my already, my already, you know, certain Medicaid that I already have. Okay. Uh- What's the name of the staffing agency you work for? American Staff Corps. All right, American Staff Corps. And the last four digits of your Social? Last four of my Social? Yeah. Is that what you said? Yes, sir. Uh, 8743. And I need you to verify your address and date of birth for me. 1016 McDaniel Street, Buffalo, Missouri, and 09/27/1999. All right. Can I have your phone number as 417-554-3509? Yeah. Can I have your email address as your first name, your last name, 366@gmail.com? Yes, ma'am. All right. As you are currently enrolled, what I can do is cancel that coverage for you. Cancellations do take one to three weeks to process, so it's possible you'd see one or two more deductions, but at most, it'd be two. Okay. So is that gonna mess up my already current Medicaid? Because I called this earlier when I first started working, and I told the people I didn't want this. Um, do you know who you called? If you called this number or you called your staffing agency? I called the number that they gave me through, through, through them, and it was, it was for the same shit, so. I'm not sur- I'm not showing any records of you calling, giving us a call. Okay. Well, please let me walk that. But I did get go ahead and get you a- Hmm? Yeah. Cancel that, please. Of course. Do you have any other questions? No, that'll be it. 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 and pleasure speaking with?

Speaker speaker\_1: Yes, this is Braden Evans. Uh, I, I got this sent in the mail to me through, uh, through my work. I don't want these benefits because I already have Medicare. Um...

Speaker speaker\_0: Okay.

Speaker speaker\_1: I just, I just wanted to make sure that I wasn't automatically put onto this stuff, because like I said, I'm, I'm trying not to mess up my already, my already, you know, certain Medicaid that I already have.

Speaker speaker\_0: Okay.

Speaker speaker\_1: Uh-

Speaker speaker\_0: What's the name of the staffing agency you work for?

Speaker speaker\_1: American Staff Corps.

Speaker speaker\_0: All right, American Staff Corps. And the last four digits of your Social?

Speaker speaker\_1: Last four of my Social?

Speaker speaker\_0: Yeah.

Speaker speaker\_1: Is that what you said?

Speaker speaker\_0: Yes, sir.

Speaker speaker\_1: Uh, 8743.

Speaker speaker\_0: And I need you to verify your address and date of birth for me.

Speaker speaker\_1: 1016 McDaniel Street, Buffalo, Missouri, and 09/27/1999.

Speaker speaker\_0: All right. Can I have your phone number as 417-554-3509?

Speaker speaker\_1: Yeah.

Speaker speaker\_0: Can I have your email address as your first name, your last name, 366@gmail.com?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: All right. As you are currently enrolled, what I can do is cancel that coverage for you. Cancellations do take one to three weeks to process, so it's possible you'd see one or two more deductions, but at most, it'd be two.

Speaker speaker\_1: Okay. So is that gonna mess up my already current Medicaid? Because I called this earlier when I first started working, and I told the people I didn't want this.

Speaker speaker\_0: Um, do you know who you called? If you called this number or you called your staffing agency?

Speaker speaker\_1: I called the number that they gave me through, through, through them, and it was, it was for the same shit, so.

Speaker speaker\_0: I'm not sur- I'm not showing any records of you calling, giving us a call.

Speaker speaker\_1: Okay. Well, please let me walk that.

Speaker speaker\_0: But I did get go ahead and get you a- Hmm?

Speaker speaker\_1: Yeah. Cancel that, please.

Speaker speaker\_0: Of course. Do you have any other questions?

Speaker speaker\_1: No, that'll be it.

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

Speaker speaker\_1: You too.