

## Transcript: Pearl

**Rojas-5376210308874240-6487315076792320**

### Full Transcript

Good morning. Thank you for calling Benefits in the Card. My name is Pearl. What other pleasure speak you with? Jeremy Fields. And how can I assist you? Uh, I needed, uh, to decline the coverage, uh, because Megaforce sent me a text yesterday saying that if I didn't decline it that day I would be automatically enrolled in 30 days. Okay. And you said Megaforce? Yes, ma'am. And the last four digits of your social. 7145. Okay. And if you can verify your address and date of birth. 3050 Alame Road. Uh 081494. Okay. What's your city and state? Ma'am? The city and state. Uh, Lumberton, North Carolina. Can I have your phone number as 910-301-3031? Yes, ma'am. And you said you're opting out of Benefits today, correct? Yes, ma'am. All right. Well- I'm, I'm, I already have insurance. All righty. You're, you are good to go. Opted out. Is there anything else that can assist to us? No, ma'am. That's it. Thank you so much for calling. You have a great day. You too.

### Conversation Format

Speaker speaker\_0: Good morning. Thank you for calling Benefits in the Card. My name is Pearl. What other pleasure speak you with?

Speaker speaker\_1: Jeremy Fields.

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

Speaker speaker\_1: Uh, I needed, uh, to decline the coverage, uh, because Megaforce sent me a text yesterday saying that if I didn't decline it that day I would be automatically enrolled in 30 days.

Speaker speaker\_0: Okay. And you said Megaforce?

Speaker speaker\_1: Yes, ma'am.

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

Speaker speaker\_1: 7145.

Speaker speaker\_0: Okay. And if you can verify your address and date of birth.

Speaker speaker\_1: 3050 Alame Road. Uh 081494.

Speaker speaker\_0: Okay. What's your city and state?

Speaker speaker\_1: Ma'am?

Speaker speaker\_0: The city and state.

Speaker speaker\_1: Uh, Lumberton, North Carolina.

Speaker speaker\_0: Can I have your phone number as 910-301-3031?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: And you said you're opting out of Benefits today, correct?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: All right. Well-

Speaker speaker\_1: I'm, I'm, I already have insurance.

Speaker speaker\_0: All righty. You're, you are good to go. Opted out. Is there anything else that can assist to us?

Speaker speaker\_1: No, ma'am. That's it.

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

Speaker speaker\_1: You too.