

## **Transcript: Pearl**

**Rojas-5424942862745600-4531383439638528**

### **Full Transcript**

Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl, who does and would like speaking with? Um, Jung Boi. Can I assist you? Huh? How can I assist you? Oh, um, I get call about the insurance. Okay, did you get a text message, a call, a voicemail? Um, text message. And what does the text message say? Um, yeah. It says, um, "After reviewing all of the information we have on file for you, it looked like we had to transfer insurance company. That means you start... This mean any option you had selected to sign up for the, on the old information policy will not transfer to the new one. If you would like to sign up for insurance through us you can call Benefit In a Card customer service line at this number." Okay. What's the name of the staff agency you work for? Huh? What's the name of the staff agency you work for? Um, TRMI. TRMI? Yeah. That's where you applied? Yes. TMI ... TRMI. Okay, don't have a staff agency with that name. Are you sure that's where you applied, where you filled out your application? Hello? Hello? Hello? Response?

### **Conversation Format**

Speaker speaker\_0: Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl, who does and would like speaking with?

Speaker speaker\_1: Um, Jung Boi.

Speaker speaker\_0: Can I assist you?

Speaker speaker\_1: Huh?

Speaker speaker\_0: How can I assist you?

Speaker speaker\_1: Oh, um, I get call about the insurance.

Speaker speaker\_0: Okay, did you get a text message, a call, a voicemail?

Speaker speaker\_1: Um, text message.

Speaker speaker\_0: And what does the text message say?

Speaker speaker\_1: Um, yeah. It says, um, "After reviewing all of the information we have on file for you, it looked like we had to transfer insurance company. That means you start... This mean any option you had selected to sign up for the, on the old information policy will not transfer to the new one. If you would like to sign up for insurance through us you can call Benefit In a Card customer service line at this number."

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

Speaker speaker\_1: Huh?

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

Speaker speaker\_1: Um, TRMI.

Speaker speaker\_0: TRMI?

Speaker speaker\_1: Yeah.

Speaker speaker\_0: That's where you applied?

Speaker speaker\_1: Yes.

Speaker speaker\_0: TMI ... TRMI. Okay, don't have a staff agency with that name. Are you sure that's where you applied, where you filled out your application? Hello? Hello? Hello? Response?