

## **Transcript: Pearl**

**Rojas-5425198047215616-5663165978296320**

### **Full Transcript**

Well, what's up? Your call may be monitored or recorded for quality assurance purposes. Hi. Was this Mr. Armor? Hey. Hi. My name is Pearl. I'm calling for benefits and a card on behalf of your staff. Did you see the Hamilton Riker Group? Hey. How you doing, ma'am? I'm great. And yourself? I'm good. Before I continue, I do have to advise the call is being recorded for quality execution purposes. Um, we're processing healthcare enrollment forms. And on your form, you chose coverage for employees plus children, but we didn't receive any dependent information. So we're just calling to see if you need that coverage for you and your children or for just yourself? Uh, you... Uh, at the moment, ma'am, ma'am, ma'am, you can take the coverage out, ma'am. And I can, um... And I, and I'm pretty sure I, I can do it, I can, I can do it, I can, I can come back around and do it again, right? You have until the 31st of January. Okay. Okay. Uh, okay. All right. Okay. As of right now, you can take it out, ma'am. All righty. I'll go ahead and I'll take it into account. Thank you so much for attending my call. Okay. Thanks. Bye-bye.

### **Conversation Format**

Speaker speaker\_0: Well, what's up?

Speaker speaker\_1: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_2: Hi. Was this Mr. Armor?

Speaker speaker\_0: Hey.

Speaker speaker\_2: Hi. My name is Pearl. I'm calling for benefits and a card on behalf of your staff. Did you see the Hamilton Riker Group?

Speaker speaker\_0: Hey. How you doing, ma'am?

Speaker speaker\_2: I'm great. And yourself?

Speaker speaker\_0: I'm good.

Speaker speaker\_2: Before I continue, I do have to advise the call is being recorded for quality execution purposes. Um, we're processing healthcare enrollment forms. And on your form, you chose coverage for employees plus children, but we didn't receive any dependent information. So we're just calling to see if you need that coverage for you and your children or for just yourself?

Speaker speaker\_0: Uh, you... Uh, at the moment, ma'am, ma'am, ma'am, you can take the coverage out, ma'am. And I can, um... And I, and I'm pretty sure I, I can do it, I can, I can do it, I can, I can come back around and do it again, right?

Speaker speaker\_2: You have until the 31st of January.

Speaker speaker\_0: Okay. Okay. Uh, okay. All right. Okay. As of right now, you can take it out, ma'am.

Speaker speaker\_2: All righty. I'll go ahead and I'll take it into account. Thank you so much for attending my call.

Speaker speaker\_0: Okay. Thanks.

Speaker speaker\_2: Bye-bye.