

## Transcript: Pearl

**Rojas-5825204924366848-5081156936712192**

### Full Transcript

Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who do I have the pleasure of speaking with? Hi, this Kume Wako. Just I get a email from enrollment information request. Okay. What's the name of the staffing agency you work for? Just I apply for Hospitality Staff Solutions. Okay. And the last four digits of your social? Oh, just a... I want to know, I want to know why, the... I get enrollment information request. You pro- um, it's possible that you filled out an enrollment form when you applied with Hospitality Staff Solutions and something must have... it could have been something was wrong on the enrollment form or they missing information, but I won't be able to tell you for sure unless I get into your account. Oh, just for my account? Mm-hmm. Okay. So should I ask the person who send me the email or you can help me? I can help you, but I need the last four digits of your social. Okay, sorry. It's 16. And repeat your name for me? Kume. K-U-M-E. K-U-M-E. And your address and date of birth? April 1st, 2004. And your address? My address Parisu. Parisu, Philando Place. And the city and state? Oh, sorry? The city and state? San Fernando. Okay. And I have your phone number as 763-332-9042? Yes. Okay. So on your form, you put... you picked some plans, but then you put, "No, I don't want coverage. I don't want to participate." So we're just going to give you- No! It doesn't... Just I don't need insurance, but when I check it, it doesn't remove. That's why I say I don't need the insurance. Insurance. Just for insurance. Yeah. Okay. Okay. No worries. I will go ahead and notate your account, okay? Just, just for insurance or just, just like kind of it? Just say it's for the insurance. I did that one. Oh, for insurance, I don't need it. Yeah, insurance. When I check it, it... this stuff over there, it doesn't move. Okay. I will go ahead and notate your account and let them know that you don't want the coverage. Thank you. Yeah. Thank you so much. Have a good day. I appreciate it. Okay. You too.

### Conversation Format

Speaker speaker\_0: Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who do I have the pleasure of speaking with?

Speaker speaker\_1: Hi, this Kume Wako. Just I get a email from enrollment information request.

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

Speaker speaker\_1: Just I apply for Hospitality Staff Solutions.

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

Speaker speaker\_1: Oh, just a... I want to know, I want to know why, the... I get enrollment information request.

Speaker speaker\_0: You pro- um, it's possible that you filled out an enrollment form when you applied with Hospitality Staff Solutions and something must have... it could have been something was wrong on the enrollment form or they missing information, but I won't be able to tell you for sure unless I get into your account.

Speaker speaker\_1: Oh, just for my account?

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: Okay. So should I ask the person who send me the email or you can help me?

Speaker speaker\_0: I can help you, but I need the last four digits of your social.

Speaker speaker\_1: Okay, sorry. It's 16.

Speaker speaker\_0: And repeat your name for me?

Speaker speaker\_1: Kume. K-U-M-E.

Speaker speaker\_0: K-U-M-E. And your address and date of birth?

Speaker speaker\_1: April 1st, 2004.

Speaker speaker\_0: And your address?

Speaker speaker\_1: My address Parisu. Parisu, Philando Place.

Speaker speaker\_0: And the city and state?

Speaker speaker\_1: Oh, sorry?

Speaker speaker\_0: The city and state?

Speaker speaker\_1: San Fernando.

Speaker speaker\_0: Okay. And I have your phone number as 763-332-9042?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay. So on your form, you put... you picked some plans, but then you put, "No, I don't want coverage. I don't want to participate." So we're just going to give you-

Speaker speaker\_1: No! It doesn't... Just I don't need insurance, but when I check it, it doesn't remove. That's why I say I don't need the insurance. Insurance. Just for insurance. Yeah.

Speaker speaker\_0: Okay. Okay. No worries. I will go ahead and notate your account, okay?

Speaker speaker\_1: Just, just for insurance or just, just like kind of it?

Speaker speaker\_0: Just say it's for the insurance.

Speaker speaker\_1: I did that one. Oh, for insurance, I don't need it. Yeah, insurance. When I check it, it... this stuff over there, it doesn't move.

Speaker speaker\_0: Okay. I will go ahead and notate your account and let them know that you don't want the coverage. Thank you.

Speaker speaker\_1: Yeah. Thank you so much.

Speaker speaker\_0: Have a good day.

Speaker speaker\_1: I appreciate it. Okay. You too.