

## Transcript: Pearl

**Rojas-5901882134315008-5345607700922368**

### Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Good morning. Thank you for calling Benefits and a Card. My name is Pearl ■ Hi, Pearl. My name is Brie. How are you doing? I am good, and yourself? I'm good, thank you. Um, I was calling about, um, uh, signing up for my benefits, and I just talked to someone in CRIS. And so, they gave me the right website to go ahead and sign up. However, it's asking for a participant ID, and I don't, I don't know... I don't, I don't have that. Okay. And they're telling me ■!... And when you go to that- Okay. When you go to that website which link do you click on? Which, um, option? Um, hold on. Let me go back. Sorry. Okay. Okay, so it says Lin. Um, I don't know. Uh, just click on Member Login? And then I ■!... Okay. So what you're gonna want to click on is actually where it says, "Decline in..." Uh, "Decline Enroll," "Decline," I believe it says. What's the stop that you need to ■! for? Okay, "Enroll Declined Coverage?" Yes. And then you'll register there, and then it ■! t- you'll t- you'll be able to, to go ahead and log in and, um, pick your options. Ah, got you. Thank you so much, Pearl. I appreciate that. No problem. You have a great day. You too. Bye. Bye.

### Conversation Format

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Good morning. Thank you for calling Benefits and a Card. My name is Pearl ■

Speaker speaker\_2: Hi, Pearl. My name is Brie. How are you doing?

Speaker speaker\_1: I am good, and yourself?

Speaker speaker\_2: I'm good, thank you. Um, I was calling about, um, uh, signing up for my benefits, and I just talked to someone in CRIS. And so, they gave me the right website to go ahead and sign up. However, it's asking for a participant ID, and I don't, I don't know... I don't, I don't have that.

Speaker speaker\_1: Okay.

Speaker speaker\_2: And they're telling me ■!...

Speaker speaker\_1: And when you go to that-

Speaker speaker\_2: Okay.

Speaker speaker\_1: When you go to that website which link do you click on? Which, um, option?

Speaker speaker\_2: Um, hold on. Let me go back. Sorry. Okay. Okay, so it says Lin. Um, I don't know. Uh, just click on Member Login? And then I ■I...

Speaker speaker\_1: Okay. So what you're gonna want to click on is actually where it says, "Decline in..." Uh, "Decline Enroll," "Decline," I believe it says. What's the step that you need to ■I for?

Speaker speaker\_2: Okay, "Enroll Declined Coverage?"

Speaker speaker\_1: Yes. And then you'll register there, and then it ■I t- you'll t- you'll be able to, to go ahead and log in and, um, pick your options.

Speaker speaker\_2: Ah, got you. Thank you so much, Pearl. I appreciate that.

Speaker speaker\_1: No problem. You have a great day.

Speaker speaker\_2: You too. Bye.

Speaker speaker\_1: Bye.