

## Transcript: Pearl

**Rojas-5989232632053760-5055055703228416**

### Full Transcript

Hi. Good afternoon. Thank you for calling for benefits and a card. My name is Pearl. Who does the person speak with? Shaniqua Piper. And how can I assist you? Um, I don't want the coverage. I don't know if I got signed up or not. Are you able to look at that or no? Of course. What's the name of the company you do work for? Mega Force. And the last four digits of your social? 1917. All righty, bear with me. And what is your address and date of birth? 1905 Winona Loop C, Fayetteville, North Carolina 28303, 4-10-79. Oh, I do have your phone number as 980-980-60-06? Mm-hmm. Yeah, it looks like you did line coverage, um, on the 25th of this month. Yeah, I was just making sure it declined because they sent me a text. I wasn't sure who was telling us. They said- If you have it. Oh, they said if you haven't. Okay. Yep. Do you have any other questions? Said it, you said I don't have it, right? I did decline it? Yes, ma'am. Okay, thank you. No problem. Okay. Bye.

### Conversation Format

Speaker speaker\_0: Hi. Good afternoon. Thank you for calling for benefits and a card. My name is Pearl. Who does the person speak with?

Speaker speaker\_1: Shaniqua Piper.

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

Speaker speaker\_1: Um, I don't want the coverage. I don't know if I got signed up or not. Are you able to look at that or no?

Speaker speaker\_0: Of course. What's the name of the company you do work for?

Speaker speaker\_1: Mega Force.

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

Speaker speaker\_1: 1917.

Speaker speaker\_0: All righty, bear with me. And what is your address and date of birth?

Speaker speaker\_1: 1905 Winona Loop C, Fayetteville, North Carolina 28303, 4-10-79.

Speaker speaker\_0: Oh, I do have your phone number as 980-980-60-06?

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: Yeah, it looks like you did line coverage, um, on the 25th of this month.

Speaker speaker\_1: Yeah, I was just making sure it declined because they sent me a text. I wasn't sure who was telling us. They said-

Speaker speaker\_0: If you have it.

Speaker speaker\_1: Oh, they said if you haven't. Okay.

Speaker speaker\_0: Yep. Do you have any other questions?

Speaker speaker\_1: Said it, you said I don't have it, right? I did decline it?

Speaker speaker\_0: Yes, ma'am.

Speaker speaker\_1: Okay, thank you.

Speaker speaker\_0: No problem. Okay. Bye.