

## **Transcript: Pearl**

**Rojas-6362481431461888-5177678698954752**

### **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? I'm Seth Grubs. And how can I assist you? Uh, yes, I got a text saying something about M tracks, about... I gotta opt out of it or they'll take it out of my paycheck after 30 days. Um, and what's the name of this company that you work for? Uh, Integrity. Integrity... Integrity offers healthcare benefits to their employees; medical, dental, vision, short-term disability, things like that. The price depends on how many plans you choose and who you choose to cover. And it is something that they deduct from your check every week. Um, they give you 30 days from the day of your first paycheck to do it. You either have to decline or pick a... pick plans that you like, or they do automatically enroll you in one. So, how do I decline? I can do that for you. What are the last four digits of your Social? 3188. And your address and date of birth? 10/23/2001. And your address? 304 Creekwood Hill, Goodrich, Texas. Repeat that for me. 304 Creekwood Hill, Goodrich, Texas. Is that not what it says on there? I need to pull your social file. Is it 23454 Oak Shadows Place? There we go. What's the city and state there? Do what? The city there? Yeah. Yeah, I stay there. What's the city? The city? New Caney. Okay. And I have your phone number as 327-7962. Yes. Have you emailed us at sethgrubs@gmail.com? Yes. Okay. So you... I actually have you enrolled in coverage. You're enrolled in dental, short-term disability, vision and medical. I can cancel that for you, um, if you'd like. Yeah. Can you do that? Okay. Cancellations take one to two weeks to process, so it's possible you'll see one or two more deductions, but at most it'd be two. Okay. All right. Thank you so much for calling. You have a great day. Thank you. Bye.

### **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: I'm Seth Grubs.

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

Speaker speaker\_1: Uh, yes, I got a text saying something about M tracks, about... I gotta opt out of it or they'll take it out of my paycheck after 30 days.

Speaker speaker\_0: Um, and what's the name of this company that you work for?

Speaker speaker\_1: Uh, Integrity.

Speaker speaker\_0: Integrity... Integrity offers healthcare benefits to their employees; medical, dental, vision, short-term disability, things like that. The price depends on how many plans you choose and who you choose to cover. And it is something that they deduct from your check every week. Um, they give you 30 days from the day of your first paycheck to do it. You either have to decline or pick a... pick plans that you like, or they do automatically enroll you in one.

Speaker speaker\_1: So, how do I decline?

Speaker speaker\_0: I can do that for you. What are the last four digits of your Social?

Speaker speaker\_1: 3188.

Speaker speaker\_0: And your address and date of birth?

Speaker speaker\_1: 10/23/2001.

Speaker speaker\_0: And your address?

Speaker speaker\_1: 304 Creekwood Hill, Goodrich, Texas.

Speaker speaker\_0: Repeat that for me.

Speaker speaker\_1: 304 Creekwood Hill, Goodrich, Texas. Is that not what it says on there?

Speaker speaker\_0: I need to pull your social file.

Speaker speaker\_1: Is it 23454 Oak Shadows Place?

Speaker speaker\_0: There we go. What's the city and state there?

Speaker speaker\_1: Do what?

Speaker speaker\_0: The city there?

Speaker speaker\_1: Yeah. Yeah, I stay there.

Speaker speaker\_0: What's the city?

Speaker speaker\_1: The city? New Caney.

Speaker speaker\_0: Okay. And I have your phone number as 327-7962.

Speaker speaker\_1: Yes.

Speaker speaker\_0: Have you emailed us at [sethgrubs@gmail.com](mailto:sethgrubs@gmail.com)?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay. So you... I actually have you enrolled in coverage. You're enrolled in dental, short-term disability, vision and medical. I can cancel that for you, um, if you'd like.

Speaker speaker\_1: Yeah. Can you do that?

Speaker speaker\_0: Okay. Cancellations take one to two weeks to process, so it's possible you'll see one or two more deductions, but at most it'd be two.

Speaker speaker\_1: Okay.

Speaker speaker\_0: All right. Thank you so much for calling. You have a great day.

Speaker speaker\_1: Thank you. Bye.