

## Transcript: Pearl

**Rojas-6519357918330880-6332316119121920**

### Full Transcript

Hi. Good morning. Thank you for calling Benefits in a Card. My name is Pearl. Who can I please speak with? Kimberly, I just received a call from someone there about my benefits enrollment, but I had elected to not enroll. Okay. What's the name of this company? Who do you work for? TRC. And I received a call from Justin. Justin? Okay. And what is the last four digits of your Social? 4849. And your name is Kimberly? Kimberly Crockett, uh-huh. Okay. And can you give them your address and date of birth? Uh, 3131 ... Anna, Texas 75409, 7282 is the date of birth. Okay. And have you heard of 682-80-49614? Yes. Mm-hmm. All right. Let's take a look here. Okay. It does look like you had chosen some plans, and then chosen no coverage, that you chose not to participate. So, they were just comforting whether you wanted coverage or not. But, because they didn't get you, um, they weren't able to reach you, they declined your coverage for you. Okay. Okay. Yeah, 'cause I, I didn't want coverage. I was trying to select no, but it was kind of confusing. Okay. No worries. You did get opted out, so you're good to go. You're, um, you won't be enrolled. Okay. Thank you. No problem. You have a great day. You too.

### Conversation Format

Speaker speaker\_0: Hi. Good morning. Thank you for calling Benefits in a Card. My name is Pearl. Who can I please speak with?

Speaker speaker\_1: Kimberly, I just received a call from someone there about my benefits enrollment, but I had elected to not enroll.

Speaker speaker\_0: Okay. What's the name of this company? Who do you work for?

Speaker speaker\_1: TRC. And I received a call from Justin.

Speaker speaker\_0: Justin? Okay. And what is the last four digits of your Social?

Speaker speaker\_1: 4849.

Speaker speaker\_0: And your name is Kimberly?

Speaker speaker\_1: Kimberly Crockett, uh-huh.

Speaker speaker\_0: Okay. And can you give them your address and date of birth?

Speaker speaker\_1: Uh, 3131 ... Anna, Texas 75409, 7282 is the date of birth.

Speaker speaker\_0: Okay. And have you heard of 682-80-49614?

Speaker speaker\_1: Yes. Mm-hmm.

Speaker speaker\_0: All right. Let's take a look here. Okay. It does look like you had chosen some plans, and then chosen no coverage, that you chose not to participate. So, they were just comforting whether you wanted coverage or not. But, because they didn't get you, um, they weren't able to reach you, they declined your coverage for you.

Speaker speaker\_1: Okay. Okay. Yeah, 'cause I, I didn't want coverage. I was trying to select no, but it was kind of confusing.

Speaker speaker\_0: Okay. No worries. You did get opted out, so you're good to go. You're, um, you won't be enrolled.

Speaker speaker\_1: Okay. Thank you.

Speaker speaker\_0: No problem. You have a great day.

Speaker speaker\_1: You too.