**Transcript: Pamela** 

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## **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. This is Pamela speaking. How may I help you? Yeah, so I'm just making sure that I was good, enrolled for next year. Are you already enrolled this year? I believe so. I mean, I didn't, I didn't... I don't got any changes to make anything. I just- Okay. If you don't want to make any changes, so you can stick to your current enrollment. It will roll over as it is. Okay. Okay? Okay. Thank you. Anything more I can do for you? No, ma'am. All right. Thank you for giving us a call. Oh, quick question. Quick question. Are, are you guys under, uh, is the insurance American Public Life still? Yes. Okay. All righty. Thank you. Mm-hmm. Bye.

## **Conversation Format**

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

Speaker speaker\_1: Thank you for calling Benefits in a Card. This is Pamela speaking. How may I help you?

Speaker speaker\_2: Yeah, so I'm just making sure that I was good, enrolled for next year.

Speaker speaker\_1: Are you already enrolled this year?

Speaker speaker\_2: I believe so. I mean, I didn't, I didn't... I don't got any changes to make anything. I just-

Speaker speaker\_1: Okay. If you don't want to make any changes, so you can stick to your current enrollment. It will roll over as it is.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Okay?

Speaker speaker\_2: Okay. Thank you.

Speaker speaker\_1: Anything more I can do for you?

Speaker speaker\_2: No, ma'am.

Speaker speaker\_1: All right. Thank you for giving us a call.

Speaker speaker\_2: Oh, quick question. Quick question. Are, are you guys under, uh, is the insurance American Public Life still?

Speaker speaker\_1: Yes.

Speaker speaker\_2: Okay. All righty. Thank you.

Speaker speaker\_1: Mm-hmm. Bye.