

## **Transcript: Pearl**

**Rojas-4511059564609536-6472166982336512**

### **Full Transcript**

Hi. Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who can I please speak with? Uh, yes. My name is Cara Purdy. Um, I'm not quite sure... I have not done this before. I'm not sure who I need to speak to or what I need to do. I just... All I want to do is just re-enroll in my benefits. Is that possible to do over the phone? Um, re- why re-enroll? Did you cancel at any time, or stop working, or are you just, um, wanting to do it because of the new year? Oh, just because of the new year. I'm sorry. I should have specified. No, you're fine. So as long as you keep working with the staff we need to see your, um, coverage will continue. Oh, will it? Yep. As long as you want to keep everything the same, you just, they just... Keep working and they'll keep taking the deductions. Okay. 'Cause... Okay. I'm just... I was just making sure, 'cause I got two text reminders saying, "Oh, you have this amount of days left to enroll or make changes." I'm like, I just want to make sure that, you know, if I don't take any action that, like, it will not be canceled. Does that make sense? Yes. But no. As long as you're working for the staffing agency and the deductions are being made, your coverage will stay active. Oh. All right. Well, that just takes about half an hour out of what I thought was going to be a big conversation. Thank you very much. Yes, no worries. Yep. You have a great day. Appreciate it. You have a good one. Bye-bye.

### **Conversation Format**

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

Speaker speaker\_1: Uh, yes. My name is Cara Purdy. Um, I'm not quite sure... I have not done this before. I'm not sure who I need to speak to or what I need to do. I just... All I want to do is just re-enroll in my benefits. Is that possible to do over the phone?

Speaker speaker\_0: Um, re- why re-enroll? Did you cancel at any time, or stop working, or are you just, um, wanting to do it because of the new year?

Speaker speaker\_1: Oh, just because of the new year. I'm sorry. I should have specified.

Speaker speaker\_0: No, you're fine. So as long as you keep working with the staff we need to see your, um, coverage will continue.

Speaker speaker\_1: Oh, will it?

Speaker speaker\_0: Yep. As long as you want to keep everything the same, you just, they just... Keep working and they'll keep taking the deductions.

Speaker speaker\_1: Okay. 'Cause... Okay. I'm just... I was just making sure, 'cause I got two text reminders saying, "Oh, you have this amount of days left to enroll or make changes." I'm like, I just want to make sure that, you know, if I don't take any action that, like, it will not be canceled. Does that make sense?

Speaker speaker\_0: Yes. But no. As long as you're working for the staffing agency and the deductions are being made, your coverage will stay active.

Speaker speaker\_1: Oh. All right. Well, that just takes about half an hour out of what I thought was going to be a big conversation. Thank you very much.

Speaker speaker\_0: Yes, no worries. Yep. You have a great day.

Speaker speaker\_1: Appreciate it. You have a good one. Bye-bye.