

## **Transcript: Pearl**

**Rojas-5337212626354176-5636763006484480**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who do I have the pleasure of speaking with? Uh, my name is Benita. Uh- And, okay- So, I get... Yeah, I get one message from Crown. They say, "Crown service open in, uh, enrollment beginning now. Sign up for benefits by calling this number or visiting this website." What they saying? Just want to know what is it for? Um, they're healthcare benefits so dental, medical, vision, um, short-term disability, stuff like that. The price- Oh, I'm not... I'm not interest. I'm not interest. Okay, so you want to go ahead and decline coverage?

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes. Hi, 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: Uh, my name is Benita. Uh-

Speaker speaker\_0: And, okay-

Speaker speaker\_1: So, I get... Yeah, I get one message from Crown. They say, "Crown service open in, uh, enrollment beginning now. Sign up for benefits by calling this number or visiting this website." What they saying? Just want to know what is it for?

Speaker speaker\_0: Um, they're healthcare benefits so dental, medical, vision, um, short-term disability, stuff like that. The price-

Speaker speaker\_1: Oh, I'm not... I'm not interest. I'm not interest.

Speaker speaker\_0: Okay, so you want to go ahead and decline coverage?