

## **Transcript: Pearl**

**Rojas-5376051882016768-6374406493880320**

### **Full Transcript**

Hi. And thank you for calling Benefits in a Card. My name is Pearl Hood. Who do I have the pleasure of speaking with? Matthew Cobb. And how can I assist you? Uh, I, I'm going through a test agent and they tell me they're trying to get my insurance off the, uh, thing. And they told me they wouldn't do it. I have to call y'all to get it taken off. Okay. What's the name of the staffing agency you work for? Uh, Crown Staffing. And the last four digits of your social? 4523. And if you can verify your address and date of birth. 100, uh, uh, East Mangram Court, Lot 17, 11-14-94. Okay, I have a different address on file. You got West? No. Is that what you got down? No, I have a different one. What do you got down? Uh, I can't tell you but if you can verify your full social, I can change it for you. 406-47-4523. Okay. And what's your address again? 100- 100... Hello? Yeah. Okay. You said the new address is 100... East. E-A-S-T. And Mangram Court. You said Magnum Court? Mangram. M-A-G- And what's the city and state? It's Bremen, Kentucky. Okay. And I have your phone number as 270-399-9964. No, change that. No, what's your phone number? 270-290-1801. Okay. And I have your email address as cobb7898@gmail.com? Yeah. Okay. And are you, are you seeing deductions on your check? Hello? I was calling right now to get it taken off. Okay. But are you seeing deductions already? Uh, she said it was... There was still a deduction of y'all because she couldn't get it taken off the computer. Okay 'cause you, you- That's why I said again, with this number to call. Oh, wait 'cause the deductions, you're, um, you haven't been enrolled in a plan yet, and you haven't had any deductions, uh, made, but I can definitely- I'm for, um, I'm for Crown Service in Hawkinsville, Kentucky. Yes. So like I was saying, the deductions haven't began but I can decline the auto-enrollment. That way, you're not enrolled, um, in the future. Yes. Please do that. All righty. Is there anything other thing I can assist you with? That's it. Thank you so much for calling. Have a great day. You too.

### **Conversation Format**

Speaker speaker\_0: Hi. And thank you for calling Benefits in a Card. My name is Pearl Hood. Who do I have the pleasure of speaking with?

Speaker speaker\_1: Matthew Cobb.

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

Speaker speaker\_1: Uh, I, I'm going through a test agent and they tell me they're trying to get my insurance off the, uh, thing. And they told me they wouldn't do it. I have to call y'all to get it taken off.

Speaker speaker\_0: Okay. What's the name of the staffing agency you work for?

Speaker speaker\_1: Uh, Crown Staffing.

Speaker speaker\_0: And the last four digits of your social?

Speaker speaker\_1: 4523.

Speaker speaker\_0: And if you can verify your address and date of birth.

Speaker speaker\_1: 100, uh, uh, East Mangram Court, Lot 17, 11-14-94.

Speaker speaker\_0: Okay, I have a different address on file.

Speaker speaker\_1: You got West?

Speaker speaker\_0: No.

Speaker speaker\_1: Is that what you got down?

Speaker speaker\_0: No, I have a different one.

Speaker speaker\_1: What do you got down?

Speaker speaker\_0: Uh, I can't tell you but if you can verify your full social, I can change it for you.

Speaker speaker\_1: 406-47-4523.

Speaker speaker\_0: Okay. And what's your address again?

Speaker speaker\_1: 100-

Speaker speaker\_0: 100... Hello?

Speaker speaker\_1: Yeah.

Speaker speaker\_0: Okay. You said the new address is 100...

Speaker speaker\_1: East. E-A-S-T. And Mangram Court.

Speaker speaker\_0: You said Magnum Court?

Speaker speaker\_1: Mangram. M-A-G-

Speaker speaker\_0: And what's the city and state?

Speaker speaker\_1: It's Bremen, Kentucky.

Speaker speaker\_0: Okay. And I have your phone number as 270-399-9964.

Speaker speaker\_1: No, change that.

Speaker speaker\_0: No, what's your phone number?

Speaker speaker\_1: 270-290-1801.

Speaker speaker\_0: Okay. And I have your email address as cobb7898@gmail.com?

Speaker speaker\_1: Yeah.

Speaker speaker\_0: Okay. And are you, are you seeing deductions on your check? Hello?

Speaker speaker\_1: I was calling right now to get it taken off.

Speaker speaker\_0: Okay. But are you seeing deductions already?

Speaker speaker\_1: Uh, she said it was... There was still a deduction of y'all because she couldn't get it taken off the computer.

Speaker speaker\_0: Okay 'cause you, you-

Speaker speaker\_1: That's why I said again, with this number to call.

Speaker speaker\_0: Oh, wait 'cause the deductions, you're, um, you haven't been enrolled in a plan yet, and you haven't had any deductions, uh, made, but I can definitely-

Speaker speaker\_1: I'm for, um, I'm for Crown Service in Hawkinsville, Kentucky.

Speaker speaker\_0: Yes. So like I was saying, the deductions haven't began but I can decline the auto-enrollment. That way, you're not enrolled, um, in the future.

Speaker speaker\_1: Yes. Please do that.

Speaker speaker\_0: All righty. Is there anything other thing I can assist you with?

Speaker speaker\_1: That's it.

Speaker speaker\_0: Thank you so much for calling. Have a great day.

Speaker speaker\_1: You too.