

## **Transcript: Pearl**

**Rojas-5415245018480640-5278198047883264**

### **Full Transcript**

Hello. Your call may be monitored or recorded for quality assurance purposes. Why is my call monitored? Who this? Hi, with Ms. Lindsay? Yeah, this is she. My name is Pearl. I'm calling from Benefits Center Card on behalf of your staff, HHC Ham- uh, Hospitality Staffing Solutions. Okay. Um, we are processing healthcare enrollment forms and on your form you chose a plan, but then you chose no cover that you'd like to participate. So we're just calling to see whether you needed the coverage or not. Oh, no, I don't need no insurance. No. All right. I'll go ahead and I'll freeze your account. Thank you for attending my call. Yep. Thank you. Bye.

### **Conversation Format**

Speaker speaker\_0: Hello.

Speaker speaker\_1: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_0: Why is my call monitored? Who this?

Speaker speaker\_2: Hi, with Ms. Lindsay?

Speaker speaker\_0: Yeah, this is she.

Speaker speaker\_2: My name is Pearl. I'm calling from Benefits Center Card on behalf of your staff, HHC Ham- uh, Hospitality Staffing Solutions.

Speaker speaker\_0: Okay.

Speaker speaker\_2: Um, we are processing healthcare enrollment forms and on your form you chose a plan, but then you chose no cover that you'd like to participate. So we're just calling to see whether you needed the coverage or not.

Speaker speaker\_0: Oh, no, I don't need no insurance. No.

Speaker speaker\_2: All right. I'll go ahead and I'll freeze your account. Thank you for attending my call.

Speaker speaker\_0: Yep. Thank you. Bye.