

## **Transcript: Pearl**

**Rojas-5844219083800576-5718004876361728**

### **Full Transcript**

Hi. Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who is the other person speaking with? Uh, this is Lori Harold. How can I assist you? Um, we were told to call this number to decline an offer of insurance through Temp Staff, but I don't carry any insurance with Temp Staff. So, did I need to call this number? Well, Temp S- the thing is that Temp St- Staff offers insurance, that's why they, they informed you to call. Um- Okay. But if you don't receive any insurance, we don't need to call. Is that correct? No. You, you- They just said we had to call to decline it. Correct. That's the thing. Even though you don't have insurance with them now- Okay. ... they ask you to call to either enroll or, um, or receive more information. Temp Staff doesn't have auto enrollment, so you don't have to decline- Okay. ... necessarily. So, if you don't want the coverage- Okay. ... just simply don't fill out the form. Okay. All right. Thank you so much. Thank you for calling. Have a great day. You too. Bye-bye.

### **Conversation Format**

Speaker speaker\_0: Hi. Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who is the other person speaking with?

Speaker speaker\_1: Uh, this is Lori Harold.

Speaker speaker\_0: How can I assist you?

Speaker speaker\_1: Um, we were told to call this number to decline an offer of insurance through Temp Staff, but I don't carry any insurance with Temp Staff. So, did I need to call this number?

Speaker speaker\_0: Well, Temp S- the thing is that Temp St- Staff offers insurance, that's why they, they informed you to call. Um-

Speaker speaker\_1: Okay. But if you don't receive any insurance, we don't need to call. Is that correct?

Speaker speaker\_0: No. You, you-

Speaker speaker\_1: They just said we had to call to decline it.

Speaker speaker\_0: Correct. That's the thing. Even though you don't have insurance with them now-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... they ask you to call to either enroll or, um, or receive more information. Temp Staff doesn't have auto enrollment, so you don't have to decline-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... necessarily. So, if you don't want the coverage-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... just simply don't fill out the form.

Speaker speaker\_1: Okay. All right. Thank you so much.

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

Speaker speaker\_1: You too. Bye-bye.