

## **Transcript: Pearl**

**Rojas-5974784469155840-5935810946056192**

### **Full Transcript**

Good afternoon. Thank you for calling Benefits by Hard. My name is Pearl. Who will have the pleasure of speaking with? Herbert Brown. And how can I assist you? Y'all just sent me a message, uh, about some coverage or something. Do you work for a staffing agency? Yeah. For which one? Uh, Mega Force. And did you just start with them? Yeah. Okay, so Mega Force offers- Well, all right, go to my head. What, what coverage are they talking about? Healthcare, medical, dental, vision, short-term disability. I already got, I already got all that. Okay. I thought that- Did you decline any onboarding or do you want to go ahead and- Yeah. ... check? No, I declined it. I, I, I declined, I should have declined it on my onboarding. Okay, let me go ahead and make sure. What are the last four digits of your Social? 0096. And your address and date of birth? 160 Kodiak Circle, uh, 102086. Again, what is the city and state? Oh, Raeford, North Carolina. Okay, I have your phone number as 766-8444. Yep. All righty. Taking a look here. Yep, you did go ahead and decline. Okay, appreciate it. No, thank you so much for calling. You have a great day. All right, you too.

### **Conversation Format**

Speaker speaker\_0: Good afternoon. Thank you for calling Benefits by Hard. My name is Pearl. Who will have the pleasure of speaking with?

Speaker speaker\_1: Herbert Brown.

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

Speaker speaker\_1: Y'all just sent me a message, uh, about some coverage or something.

Speaker speaker\_0: Do you work for a staffing agency?

Speaker speaker\_1: Yeah.

Speaker speaker\_0: For which one?

Speaker speaker\_1: Uh, Mega Force.

Speaker speaker\_0: And did you just start with them?

Speaker speaker\_1: Yeah.

Speaker speaker\_0: Okay, so Mega Force offers-

Speaker speaker\_1: Well, all right, go to my head. What, what coverage are they talking about?

Speaker speaker\_0: Healthcare, medical, dental, vision, short-term disability.

Speaker speaker\_1: I already got, I already got all that.

Speaker speaker\_0: Okay.

Speaker speaker\_1: I thought that-

Speaker speaker\_0: Did you decline any onboarding or do you want to go ahead and-

Speaker speaker\_1: Yeah.

Speaker speaker\_0: ... check?

Speaker speaker\_1: No, I declined it. I, I, I declined, I should have declined it on my onboarding.

Speaker speaker\_0: Okay, let me go ahead and make sure. What are the last four digits of your Social?

Speaker speaker\_1: 0096.

Speaker speaker\_0: And your address and date of birth?

Speaker speaker\_1: 160 Kodiak Circle, uh, 102086.

Speaker speaker\_0: Again, what is the city and state?

Speaker speaker\_1: Oh, Raeford, North Carolina.

Speaker speaker\_0: Okay, I have your phone number as 766-8444.

Speaker speaker\_1: Yep.

Speaker speaker\_0: All righty. Taking a look here. Yep, you did go ahead and decline.

Speaker speaker\_1: Okay, appreciate it.

Speaker speaker\_0: No, thank you so much for calling. You have a great day.

Speaker speaker\_1: All right, you too.