

## **Transcript: Pearl**

**Rojas-6186304993705984-4662800368484352**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Hi, good morning. Thank you for calling Benefits in a Card. My name is Pearl. Who the hell said you ... you? Hi. My name is Patty Smith. How can I assist you, Ms. Smith? I just wanted to opt out of the insurance provided by Penmac. By Penmac? Is that the name of the staffing agency you work for? Yes. And you said Penmac. Okay, bear with me one moment. Okay. Yeah, I don't have a staffing agency with that name. Um, that's okay. Maybe I'll try a different phone number. Okay. No worries. Thank you so much for calling. You have a great day. Thanks. You too.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Hi, good morning. Thank you for calling Benefits in a Card. My name is Pearl. Who the hell said you ... you?

Speaker speaker\_2: Hi. My name is Patty Smith.

Speaker speaker\_1: How can I assist you, Ms. Smith?

Speaker speaker\_2: I just wanted to opt out of the insurance provided by Penmac.

Speaker speaker\_1: By Penmac? Is that the name of the staffing agency you work for?

Speaker speaker\_2: Yes.

Speaker speaker\_1: And you said Penmac. Okay, bear with me one moment.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Yeah, I don't have a staffing agency with that name.

Speaker speaker\_2: Um, that's okay. Maybe I'll try a different phone number.

Speaker speaker\_1: Okay. No worries. Thank you so much for calling. You have a great day.

Speaker speaker\_2: Thanks. You too.