

## **Transcript: Pearl**

**Rojas-6340063297323008-4768453159337984**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Good morning. Thank you for calling Benefits in a Card. My name is Pearl. Who do I have the pleasure of speaking with? Yeah, my name's Philip Bynum and I'm with Crown Service. Uh, I'm calling regards about the benefits. I don't need 'em. Mm-hmm. Okay. I already got my own benefits. I do. What is the last four digits of your Social? 1127. And your address and date of birth? 3103 Leeson Way, La Grange, Kentucky. Date of birth is, uh, October 11, 1959. Okay. And I have your phone number at 502-529-9740. Do what now? Your number. I have your phone number. Oh, yeah. My pho- Yeah, that's it. Okay. And I have your email address as philipbynum- Uh, bynum- Yes. ... zero @gmail.com? That's correct. And we're declining coverage today, correct? Yes. Uh, for Mo- Medicare. I don't see any reason why I'd have any other insurance. All righty. And when I got you opted out, is anything else I can assist you with? I'm sorry? I went ahead and declined coverage for you. Is anything else I di- can assist you with? Uh, no, I just, you know, need to decline it and I appreciated you doing that. No problem. Thank you so much for calling. You have a great day. You too. Bye.

### **Conversation Format**

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

Speaker speaker\_1: Good morning. Thank you for calling Benefits in a Card. My name is Pearl. Who do I have the pleasure of speaking with?

Speaker speaker\_2: Yeah, my name's Philip Bynum and I'm with Crown Service. Uh, I'm calling regards about the benefits. I don't need 'em.

Speaker speaker\_1: Mm-hmm. Okay.

Speaker speaker\_2: I already got my own benefits.

Speaker speaker\_1: I do. What is the last four digits of your Social?

Speaker speaker\_2: 1127.

Speaker speaker\_1: And your address and date of birth?

Speaker speaker\_2: 3103 Leeson Way, La Grange, Kentucky. Date of birth is, uh, October 11, 1959.

Speaker speaker\_1: Okay. And I have your phone number at 502-529-9740.

Speaker speaker\_2: Do what now?

Speaker speaker\_1: Your number. I have your phone number.

Speaker speaker\_2: Oh, yeah. My pho- Yeah, that's it.

Speaker speaker\_1: Okay. And I have your email address as philipbynum- Uh, bynum-

Speaker speaker\_2: Yes.

Speaker speaker\_1: ... zero @gmail.com?

Speaker speaker\_2: That's correct.

Speaker speaker\_1: And we're declining coverage today, correct?

Speaker speaker\_2: Yes. Uh, for Mo- Medicare. I don't see any reason why I'd have any other insurance.

Speaker speaker\_1: All righty. And when I got you opted out, is anything else I can assist you with?

Speaker speaker\_2: I'm sorry?

Speaker speaker\_1: I went ahead and declined coverage for you. Is anything else I di- can assist you with?

Speaker speaker\_2: Uh, no, I just, you know, need to decline it and I appreciated you doing that.

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

Speaker speaker\_2: You too.

Speaker speaker\_1: Bye.