

## Transcript: Pearl

**Rojas-6343504162373632-5594167459364864**

### Full Transcript

Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who is this speaking with? Christine Wren. And how can I assist you? Uh, yes, I've recently started work with, um, and I want to make sure that I am not enrolled, or un-enrolled, or automatically enrolled in anything to do with healthcare, prescriptions, RX, anything like that. Okay, I can definitely assist you with that. What's the last four digits of your social? 1678. All righty. And what is your address and date of birth? 4517 Holland Road, Greensboro, North Carolina 27405 and it is 83071. All righty. Now your phone number is 336-512-3661. Hold on a second. Moby, shut up! I'm sorry, what? You're fine. Uh, your phone number I have that's 336-512-3661? Yes. All righty. Yep. So I have here that you declined the coverage on the seventh of this month. Okay. I mean, I did click it, decline, but they said, "You still need to call otherwise they're going to automatically enroll you," and I just got a text saying, "We're going to automatically enroll you." And I was like, "Okay. Yeah, let me call." So... Yep. So you get those text messages once a week for the first 30 days. Um, you did decline. I'm gonna go ahead and switch on that switch. Um, but as far as declining, you did get that declined. Okay. Thank you so much. No problem. Thank you so much for calling. You have a great day. You too. Bye. Bye-bye.

### Conversation Format

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

Speaker speaker\_1: Christine Wren.

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

Speaker speaker\_1: Uh, yes, I've recently started work with, um,

Speaker speaker\_2: and I want to make sure that I am not enrolled, or un-enrolled, or automatically enrolled in anything to do with healthcare, prescriptions, RX, anything like that.

Speaker speaker\_0: Okay, I can definitely assist you with that. What's the last four digits of your social?

Speaker speaker\_1: 1678.

Speaker speaker\_0: All righty. And what is your address and date of birth?

Speaker speaker\_1: 4517 Holland Road, Greensboro, North Carolina 27405 and it is 83071.

Speaker speaker\_0: All righty. Now your phone number is 336-512-3661.

Speaker speaker\_1: Hold on a second.

Speaker speaker\_3: Moby, shut up!

Speaker speaker\_1: I'm sorry, what?

Speaker speaker\_0: You're fine. Uh, your phone number I have that's 336-512-3661?

Speaker speaker\_1: Yes.

Speaker speaker\_0: All righty. Yep. So I have here that you declined the coverage on the seventh of this month.

Speaker speaker\_1: Okay. I mean, I did click it, decline, but they said, "You still need to call otherwise they're going to automatically enroll you," and I just got a text saying, "We're going to automatically enroll you." And I was like, "Okay. Yeah, let me call." So...

Speaker speaker\_0: Yep. So you get those text messages once a week for the first 30 days. Um, you did decline. I'm gonna go ahead and switch on that switch. Um, but as far as declining, you did get that declined.

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

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

Speaker speaker\_1: You too. Bye.

Speaker speaker\_0: Bye-bye.