

## Transcript: Pearl

**Rojas-6548245587116032-6319005230907392**

### Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl, who does ■■■ just be speaking with? Uh, Thomas Williams. I just got a text message about the enroll for something. Okay. Do you work for a staffing agency? Yeah, ManCan. ManCan. All righty. Give me one moment. Hm... and do you, do you know what the message said? Um, yes, hold on, I'll tell you. One second. It says, "Congratulations on your job with ManCan. You have 30 days to enroll and choose benefits." And it told me to call this number. Okay, so ManCan offers healthcare benefits to their employees; medical, dental, short-term disability, stuff like that. The price depends on how many plans you choose and who you choose to cover. And it's something that they take from your check every week. Listen, I already have insurance. I didn't know if I had to do it or not. Okay. So if you don't... if you don't want the, the coverage, just ignore the messages. You'll get them once a week for the first 30 days. What is it? I said, "If you don't want the coverage, you don't have to do anything, just, um, don't give the call again. Um, you'll receive those messages once a week for the first 30 days." Okay. Okay. Is there anything else I can assist you with? No, that's all. Thank you so much for calling. You have a great day.

### Conversation Format

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

Speaker speaker\_1: Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl, who does ■■■ just be speaking with?

Speaker speaker\_2: Uh, Thomas Williams. I just got a text message about the enroll for something.

Speaker speaker\_1: Okay. Do you work for a staffing agency?

Speaker speaker\_2: Yeah, ManCan.

Speaker speaker\_1: ManCan. All righty. Give me one moment. Hm... and do you, do you know what the message said?

Speaker speaker\_2: Um, yes, hold on, I'll tell you. One second. It says, "Congratulations on your job with ManCan. You have 30 days to enroll and choose benefits." And it told me to call this number.

Speaker speaker\_1: Okay, so ManCan offers healthcare benefits to their employees; medical, dental, short-term disability, stuff like that. The price depends on how many plans you choose and who you choose to cover. And it's something that they take from your check every week.

Speaker speaker\_2: Listen, I already have insurance. I didn't know if I had to do it or not.

Speaker speaker\_1: Okay. So if you don't... if you don't want the, the coverage, just ignore the messages. You'll get them once a week for the first 30 days.

Speaker speaker\_2: What is it?

Speaker speaker\_1: I said, "If you don't want the coverage, you don't have to do anything, just, um, don't give the call again. Um, you'll receive those messages once a week for the first 30 days."

Speaker speaker\_2: Okay.

Speaker speaker\_1: Okay. Is there anything else I can assist you with?

Speaker speaker\_2: No, that's all.

Speaker speaker\_1: Thank you so much for calling. You have a great day.