

Transcript: Pamela

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and Affairs. This is... Hi, good morning. This is Violeta. I'm just back, uh, returning the, uh, something. I have a message that if I would enroll for that e-card benefit. I, I, am not, uh, enrolling for that because I have, uh, Medicare. Okay, and who do you work for, ma'am? Say it again? Who do you work for, the staffing agency? It's ATC West. ATC? Mm-hmm. And the last four digits of your Social? 7854. Your first and last name. Uh, Violeta Perez. Ms. Perez, for security reasons and to make sure we are in the correct file, I need to verify your complete address and date of birth. O- o- oh, in my... I think the file address that I have now is 27030 Story Lake Drive, Moreno Valley, California 92555. Thank you for the information. Yeah, because I will not enroll for that e-card because I already have Medicare and I am already a... Okay. That's okay. No problem. Okay. Okay. Thank you. Thank you. Thank you.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and Affairs. This is... Hi, good morning. This is Violeta. I'm just back, uh, returning the, uh, something. I have a message that if I would enroll for that e-card benefit. I, I, am not, uh, enrolling for that because I have, uh, Medicare. Okay, and who do you work for, ma'am? Say it again? Who do you work for, the staffing agency? It's ATC West. ATC? Mm-hmm. And the last four digits of your Social? 7854. Your first and last name. Uh, Violeta Perez. Ms. Perez, for security reasons and to make sure we are in the correct file, I need to verify your complete address and date of birth. O- o- oh, in my... I think the file address that I have now is 27030 Story Lake Drive, Moreno Valley, California 92555. Thank you for the information. Yeah, because I will not enroll for that e-card because I already have Medicare and I am already a... Okay. That's okay. No problem. Okay. Okay. Thank you. Thank you. Thank you.