

## **Transcript: Pamela**

**Blanc-6525372445179904-5010206230528000**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in Accord. This is Pamela speaking. How may I help you? Thank you for calling Benefits in Accord. This is Pamela speaking. How may I help you? Hello? Yes, this is Pamela speaking. How may I help you? Uh, yeah, I just received a text from, um, Megaforce, said something about some, um... about, uh, some kind of health. But I gotta decline it. Okay. So, um, you said Megaforce, right? Megaforce, yes. So Megaforce will auto-enroll you in the benefits. May I have the last four digits of your Social? Uh, 1332... Your first and last name? Um, Vera Moore. Can you repeat your name one more time, ma'am? Ma'am? Can you repeat your name? I could barely hear you. There's a lot of background noise. Um, Vera Moore. All right. Ms. Moore, for security reasons, just to make sure we are in the correct file, can you please verify your complete address and date of birth? Um, 901 Oakwood Street, Apartment 33B, Beardsdale, South Carolina 29512. Okay. We have a telephone number on file, 2293495663, and your email is vera moore- You said what's that number again? ... 2293495663. Oh, yes. And your email is your first name last name 803@gmail.com? Oh, yes. Okay. So I see that you are enrolled in the benefits already. Um, let's see. Your benefits will start the following Monday after we receive the first premium from your employer. Now, the text is because you are... Megaforce, it is on open enrollment. If you want to make changes or add anything- Well, it said, it said something about... It says I want to... It said something like if I want to decline it. Yes. They call that- Because they do auto-enroll you, but you already have enrolled, so the auto-enrollment does not affect you. Oh. All right. Is there anything else that I could do for you, ma'am? Um, that'd be it. All right. Thank you for giving us a call. Have a great rest of the day. All right.

### **Conversation Format**

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

Speaker speaker\_1: Thank you for calling Benefits in Accord. This is Pamela speaking. How may I help you? Thank you for calling Benefits in Accord. This is Pamela speaking. How may I help you?

Speaker speaker\_2: Hello?

Speaker speaker\_1: Yes, this is Pamela speaking. How may I help you?

Speaker speaker\_2: Uh, yeah, I just received a text from, um, Megaforce, said something about some, um... about, uh, some kind of health. But I gotta decline it.

Speaker speaker\_1: Okay. So, um, you said Megaforce, right?

Speaker speaker\_2: Megaforce, yes.

Speaker speaker\_1: So Megaforce will auto-enroll you in the benefits. May I have the last four digits of your Social?

Speaker speaker\_2: Uh, 1332...

Speaker speaker\_1: Your first and last name?

Speaker speaker\_2: Um, Vera Moore.

Speaker speaker\_1: Can you repeat your name one more time, ma'am?

Speaker speaker\_2: Ma'am?

Speaker speaker\_1: Can you repeat your name? I could barely hear you. There's a lot of background noise.

Speaker speaker\_2: Um, Vera Moore.

Speaker speaker\_1: All right. Ms. Moore, for security reasons, just to make sure we are in the correct file, can you please verify your complete address and date of birth?

Speaker speaker\_2: Um, 901 Oakwood Street, Apartment 33B, Beardsdale, South Carolina 29512.

Speaker speaker\_1: Okay. We have a telephone number on file, 2293495663, and your email is vera moore-

Speaker speaker\_2: You said what's that number again?

Speaker speaker\_1: ... 2293495663.

Speaker speaker\_2: Oh, yes.

Speaker speaker\_1: And your email is your first name last name 803@gmail.com?

Speaker speaker\_2: Oh, yes.

Speaker speaker\_1: Okay. So I see that you are enrolled in the benefits already. Um, let's see. Your benefits will start the following Monday after we receive the first premium from your employer. Now, the text is because you are... Megaforce, it is on open enrollment. If you want to make changes or add anything-

Speaker speaker\_2: Well, it said, it said something about... It says I want to... It said something like if I want to decline it.

Speaker speaker\_1: Yes.

Speaker speaker\_2: They call that-

Speaker speaker\_1: Because they do auto-enroll you, but you already have enrolled, so the auto-enrollment does not affect you.

Speaker speaker\_2: Oh.

Speaker speaker\_1: All right. Is there anything else that I could do for you, ma'am?

Speaker speaker\_2: Um, that'd be it.

Speaker speaker\_1: All right. Thank you for giving us a call. Have a great rest of the day.

Speaker speaker\_2: All right.