

Transcript: Pamela

Blanc-6546179428237312-6655690088431616

Full Transcript

Thank you for benefit call, this is family speaking. How may I help you? Yeah, I think I signed up for health insurance through my employer through you guys and I didn't mean to. What is the name of the company you work for? Integral Trades. And last four or five years of your Social Security? 6352. First and last name, please? Donald Petrie. And you said Integrity in the last four, three possible? Yep. And when did you start working for them? I have already been here a week. Okay, so we have not received yet your paperwork. But if on the- Okay. ... record and willing to provide the personal information, we could go ahead and create the file and decline the, the benefits. Okay. What do I need to give to you? Yes, I will be asking you some questions to fill out- Okay. ... a form. May I have your f- this time I'm going to need your Social Security number. 370026352. I'm so sorry. I don't know, I couldn't have said it. Okay, I was able to write 370... 02. Mm-hmm. 6352. Okay, I'm gonna read it back to you just to make sure I have it correctly, 370026352? Yes. All right, can you repeat your name for me, please? Donald Petrie. Can you spell the last name? Oh, P-E-T-R-I-E. Your date of birth? 3/26/1983. All right, and a mailing address? What was that? Your mailing address? Uh, 203 East Young Street, Hanna, Indiana, 46340. Can you repeat that zip code, please? 46340. Is the phone number a good number to reach you? The one you're calling from? Yes. Okay. All right, sir. I went ahead and declined the benefits, so by the time we receive the application, you don't have to worry about it. It will be already declined. Okay, yeah. I just got my first paycheck so I didn't know if you pulled anything out yet, so. No. No, because you, you haven't been out of role yet. All righty. Thank you. All right. Thank you for giving us a call. Have a great rest of the day. You too. Bye.

Conversation Format

Speaker speaker_0: Thank you for benefit call, this is family speaking. How may I help you?

Speaker speaker_1: Yeah, I think I signed up for health insurance through my employer through you guys and I didn't mean to.

Speaker speaker_0: What is the name of the company you work for?

Speaker speaker_1: Integral Trades.

Speaker speaker_0: And last four or five years of your Social Security?

Speaker speaker_1: 6352.

Speaker speaker_0: First and last name, please?

Speaker speaker_1: Donald Petrie.

Speaker speaker_0: And you said Integrity in the last four, three possible?

Speaker speaker_1: Yep.

Speaker speaker_0: And when did you start working for them?

Speaker speaker_1: I have already been here a week.

Speaker speaker_0: Okay, so we have not received yet your paperwork. But if on the-

Speaker speaker_1: Okay.

Speaker speaker_0: ... record and willing to provide the personal information, we could go ahead and create the file and decline the, the benefits.

Speaker speaker_1: Okay. What do I need to give to you?

Speaker speaker_0: Yes, I will be asking you some questions to fill out-

Speaker speaker_1: Okay.

Speaker speaker_0: ... a form. May I have your f- this time I'm going to need your Social Security number.

Speaker speaker_1: 370026352.

Speaker speaker_0: I'm so sorry. I don't know, I couldn't have said it. Okay, I was able to write 370...

Speaker speaker_1: 02.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: 6352.

Speaker speaker_0: Okay, I'm gonna read it back to you just to make sure I have it correctly, 370026352?

Speaker speaker_1: Yes.

Speaker speaker_0: All right, can you repeat your name for me, please?

Speaker speaker_1: Donald Petrie.

Speaker speaker_0: Can you spell the last name?

Speaker speaker_1: Oh, P-E-T-R-I-E.

Speaker speaker_0: Your date of birth?

Speaker speaker_1: 3/26/1983.

Speaker speaker_0: All right, and a mailing address?

Speaker speaker_1: What was that?

Speaker speaker_0: Your mailing address?

Speaker speaker_1: Uh, 203 East Young Street, Hanna, Indiana, 46340.

Speaker speaker_0: Can you repeat that zip code, please?

Speaker speaker_1: 46340.

Speaker speaker_0: Is the phone number a good number to reach you? The one you're calling from?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. All right, sir. I went ahead and declined the benefits, so by the time we receive the application, you don't have to worry about it. It will be already declined.

Speaker speaker_1: Okay, yeah. I just got my first paycheck so I didn't know if you pulled anything out yet, so.

Speaker speaker_0: No. No, because you, you haven't been out of role yet.

Speaker speaker_1: All righty. Thank you.

Speaker speaker_0: All right. Thank you for giving us a call. Have a great rest of the day.

Speaker speaker_1: You too. Bye.