

## **Transcript: Sara**

**Marulanda-4588205582761984-6579471005696000**

### **Full Transcript**

Thank you for calling Benefits UniCard. My name is Sarah. Who do I speaking with? Thomas Hanna. Hello, Mr. Thomas. How may I help you? Yes, I accidentally, uh, sign up for the health insurance with this job. I'm gonna decline it instead of accepting it. Oh, okay. Let me check that for you. May I have the name of the agency and the last four of the, uh, of your Social Security number? The last four of my Social is 0654 and, uh... Hold on, I gotta turn my laptop back on. It's Integrity something. Integrity Trade Services? That's it. Yes, ma'am. Integrity Trade Services, yes. Okay. Give me just a minute, please. Okay. And what is your last name, again? Hanna. H-A-N-N-A. Integrity Trade Services. When did you start working with the company? Uh, just about an hour ago. Oh, okay. They have not sent us your profile, so, um, if you want to decline or to enroll, either one, I will have to create a profile for you. Or the other option, if you don't feel comfortable providing me that information by phone, uh, by phone, you can just wait until they send us your profile. But I suggest you, to give us a call, like, once or twice a week. I'd rather let you create a profile first, so I can decline it. Yeah. I don't want to accidentally get charged for it. Okay, perfect. So let's start with it. Okay. Integrity Trade Services. Mm-hmm. Okay, give me just a minute, please. I'm just waiting for the system to download. Okay, may I have your complete Social Security number? 443-980654. 443-980-54. And can you please spell your first name for me? Thomas. T-H-O-M-A-S? Yes. Okay. Any middle initial? W. And last name, again? Hanna. H-A-N-N-A. And your address, Thomas? My, what? I'm sorry. You cut out. Your address? Oh, 78 Forest Drive. F-O-R-T-E Drive? F-O-R-E-S-T Drive. Forest. Forest Drive. Okay. Any apartment number? No. Okay. And the name of- Jeffersonville. ... the city? Jefferson? Jeffer- Jeffersonville, yes. Okay. What state is that? Indiana. And the zip code? 47130. And your date of birth? 6/12/74. And your phone number? 812-228-7804. And do you have an email? Uh, unktomiscrazy@gmail.com. Let me verify that with you. Unktomiscrazy@gmail.com. Yes. Okay. Sir, you want to decline, right? Yes. Okay. We got Integrity and 0654. Is that correct? Yes. Okay, Mr. Thomas, I already declined your auto enrollment. You're not gonna be auto enrolled. And even if you receive a, like, a reminder text messages once a week, that's gonna be just, like, a courtesy reminder. You don't have to, uh, decline again. You'll only decline once. Okay. Thank you. You're more than welcome. Other than that, is there anything else that I can help you with? That's it. You have a blessed day and thank you. Yes. You as well, sir. Have a wonderful day and thank you for calling Benefits UniCard. All right. Bye. All right. Bye-bye.

### **Conversation Format**

Speaker None: Thank you for calling Benefits UniCard. My name is Sarah. Who do I speaking with? Thomas Hanna. Hello, Mr. Thomas. How may I help you? Yes, I accidentally, uh, sign up for the health insurance with this job. I'm gonna decline it instead of accepting it. Oh, okay. Let me check that for you. May I have the name of the agency and the last four of the, uh, of your Social Security number? The last four of my Social is 0654 and, uh... Hold on, I gotta turn my laptop back on. It's Integrity something. Integrity Trade Services? That's it. Yes, ma'am. Integrity Trade Services, yes. Okay. Give me just a minute, please. Okay. And what is your last name, again? Hanna. H-A-N-N-A. Integrity Trade Services. When did you start working with the company? Uh, just about an hour ago. Oh, okay. They have not sent us your profile, so, um, if you want to decline or to enroll, either one, I will have to create a profile for you. Or the other option, if you don't feel comfortable providing me that information by phone, uh, by phone, you can just wait until they send us your profile. But I suggest you, to give us a call, like, once or twice a week. I'd rather let you create a profile first, so I can decline it. Yeah. I don't want to accidentally get charged for it. Okay, perfect. So let's start with it. Okay. Integrity Trade Services. Mm-hmm. Okay, give me just a minute, please. I'm just waiting for the system to download. Okay, may I have your complete Social Security number? 443-980654. 443-980-54. And can you please spell your first name for me? Thomas. T-H-O-M-A-S? Yes. Okay. Any middle initial? W. And last name, again? Hanna. H-A-N-N-A. And your address, Thomas? My, what? I'm sorry. You cut out. Your address? Oh, 78 Forest Drive. F-O-R-T-E Drive? F-O-R-E-S-T Drive. Forest. Forest Drive. Okay. Any apartment number? No. Okay. And the name of- Jeffersonville. ... the city? Jefferson? Jeffer- Jeffersonville, yes. Okay. What state is that? Indiana. And the zip code? 47130. And your date of birth? 6/12/74. And your phone number? 812-228-7804. And do you have an email? Uh, unktomiscrazy@gmail.com. Let me verify that with you. Unktomiscrazy@gmail.com. Yes. Okay. Sir, you want to decline, right? Yes. Okay. We got Integrity and 0654. Is that correct? Yes. Okay, Mr. Thomas, I already declined your auto enrollment. You're not gonna be auto enrolled. And even if you receive a, like, a reminder text messages once a week, that's gonna be just, like, a courtesy reminder. You don't have to, uh, decline again. You'll only decline once. Okay. Thank you. You're more than welcome. Other than that, is there anything else that I can help you with? That's it. You have a blessed day and thank you. Yes. You as well, sir. Have a wonderful day and thank you for calling Benefits UniCard. All right. Bye. All right. Bye-bye.