

Transcript: Sara

Marulanda-4862096307077120-5140690132484096

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. My name is Sarah. May I have your name, please? Uh, Maxwell. Hello, sir. How-... may I help you? Can you... My name is Maxwell. Hello, sir. How may I help you, Mr. Maxwell? Yes. Uh, I want- I, I don't need that benefit, that automatic benefit. I had a message from you that in 30 days, blah, blah, um, I'll be automated something, something, but I don't need it, uh, the health insurance. So I want to opt out. Okay, so let me find you on the system. May I have the name of the agency that you are working with and the last four of your Social? SAGE Agency in Joliet. And the last four is 4016. Sir Bob Maxwell, cool. And, uh, just for security purposes, can you please verify your address and date of birth? Jul- uh, July 3rd, 1978. 1016 Parkwood Drive, Joliet, Illinois. Zip code is 6042- 60432. Email, maxwellsaba34@gmail.com? Maxwell, maxwellsaba34@gmail.com. First and last name together, 34 at gmail.com. Yes. Phone number is 225-3312. Yes. Okay. I already declined you. You're not going to be auto-enrolled, and, um, you're not going to see any deductions from our end for healthcare coverage. Other than that, sir, is there anything else that I can help you with? No, that will be all. Um, can I get a confirmation- Yeah, sure. I can send you that. ... uh, either through ... yeah. Okay. It will take 24 to 48 hours for you to receive the confirmation. Okay. All right. No problem. All right. If- Thank you so- Other than that, is there anything else that I can help you with? No, I think that will be all for today. All righty. So thank you for calling Benefits in a Card. Wish you, too, have a wonderful day. You as well. Thank you. Thank you. Bye-bye.

Conversation Format

Speaker None: Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. My name is Sarah. May I have your name, please? Uh, Maxwell. Hello, sir. How-... may I help you? Can you... My name is Maxwell. Hello, sir. How may I help you, Mr. Maxwell? Yes. Uh, I want- I, I don't need that benefit, that automatic benefit. I had a message from you that in 30 days, blah, blah, um, I'll be automated something, something, but I don't need it, uh, the health insurance. So I want to opt out. Okay, so let me find you on the system. May I have the name of the agency that you are working with and the last four of your Social? SAGE Agency in Joliet. And the last four is 4016. Sir Bob Maxwell, cool. And, uh, just for security purposes, can you please verify your address and date of birth? Jul- uh, July 3rd, 1978. 1016 Parkwood Drive, Joliet, Illinois. Zip code is 6042- 60432. Email, maxwellsaba34@gmail.com? Maxwell, maxwellsaba34@gmail.com. First and last name together, 34 at gmail.com. Yes. Phone number is 225-3312. Yes. Okay. I already

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