

## **Transcript: Sara**

**Marulanda-4922241088929792-6047512588369920**

### **Full Transcript**

Thank you for calling Benefits in a Cart. Thank you for calling Benefits in a Cart. My name is Sarah. May I have your name please? Uh, Eric. Eric Patrick. Hello, sir. How may I help you? Yeah, I got a email from you all saying that I needed to call because either information is missing or needed to be clarified. Oh, okay. I got you. And may I have please the name of the agency that you are working with and the last four of your Social? Uh, MAU4702. Okay, sir. Thank you very much, Mr. Patrick. And just for security purposes, can you please verify your address and date of birth? Uh, 309 East Martintown Road, North Augusta, South Carolina and 7/4/1985. Have you move? Um, uh, we have a different address here. Yes, I did, um, move. Did you remember the previous address? Uh, what? 1109 Hancock Mill Lane, Helpsville- Yeah, yes. ... Georgia 30815. Thank you for verify that information. Um, we're gonna need to put the new address in here. Could you repeat that for me please? 309 East Martintown Road. Okay. North Augusta, South Carolina. North Augusta, South Carolina. Okay. And hold on. I got to look for the ZIP code. And the ZIP code is 29841. Oh, okay. Perfect. And is your email ericpatrick7485@gmail.com? Yes, ma'am. And is your, your phone number 706-306-5420? Yes, ma'am. Thank you very much. Okay. Uh, w- well, they sent you an email or we sent you an email because, um, processing your enrollment forms. You choose to participate in one or two plans, but then you choose not to participate as well. So, um, that's why they send you the email. It was not clear if you want to enroll on healthcare benefits or not. Oh, yeah. No. Not right now. That's why I had took it back. Okay. Okay. So in that case, um, there is no... We don't need to do any future, uh, changes on the, on the file in s-... in the system because, uh, it's already... It was declined, so that means you're not gonna be enrolled. All righty. All righty, sir. Uh, so please disregard that email. Um, other than that, is there anything else that I can help you with? Um, not unless you can... You don't know anything about the, um, the Prism HR portal? No, I'm sorry. I- The app. ... n- no, no idea. No, sir. Okay. No, sir, I don't- Well, that'll be all. All righty, sir. So have a great day and thank you for calling Benefits in a Cart. All right. Thank you. You're welcome. Bye-bye.

### **Conversation Format**

Speaker None: Thank you for calling Benefits in a Cart. Thank you for calling Benefits in a Cart. My name is Sarah. May I have your name please? Uh, Eric. Eric Patrick. Hello, sir. How may I help you? Yeah, I got a email from you all saying that I needed to call because either information is missing or needed to be clarified. Oh, okay. I got you. And may I have please the name of the agency that you are working with and the last four of your Social? Uh, MAU4702. Okay, sir. Thank you very much, Mr. Patrick. And just for security purposes, can

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