

## **Transcript: Sara**

**Marulanda-5137919869665280-5296543849988096**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Cart. Uh, my name is Sarah. May I have your name, please? Hello. Is that- Hi there. Hello? Yes. Yes, go ahead. I'm sorry. My name is Norve David. I'm calling because I just received a, a text from my job saying I could be enrolled in this benefit, and I would like to know what is this, this benefit is about. Okay, what company are you working with? ATC. ATC at the... Around the Clock. Okay, may I have the last four of your Social to locate you on the system and see what they sent you? 2111. Thank you very much. Okay, Ms. Norve David, and, uh, just for security purposes, can you please verify your address and date of birth? 2210 Street. And then, uh, um, Central High School, New York, 11722. Date of birth is June 8th, 27, 1989. Thank you very much, and is your email norvedavid@yahoo.com? Yes, that's correct. I need your phone number, 631-482-5054. That's also correct, yes. Thank you very much. Okay, um, what I'm sending you is a text message letting you know that you are under your personal open enrollment period to enroll on healthcare benefits, uh, through the company. Like healthcare insurance, medical insurance. Oh, it's healthcare? Yes. All right. Like if- like- like if you want to enroll, you have 30 days from your first paycheck in order to do it. After 30 days, you're not going to be eligible to enroll. Oh, no, I'm good. I thought there was something else. Okay, so would you like... Well, um, that- that was basically everything, uh, what they were sending you, a text message. You're going to receive that message once a week during those 30 days. After those 30 days, you're not going to s- receive any more messages, okay? Sure. All righty, ma'am. Is there anything else that I can help you with? No, thank you. All righty, ma'am. So thank you for calling Benefits in a Cart. Have a wonderful day.

### **Conversation Format**

Speaker None: Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Cart. Uh, my name is Sarah. May I have your name, please? Hello. Is that- Hi there. Hello? Yes. Yes, go ahead. I'm sorry. My name is Norve David. I'm calling because I just received a, a text from my job saying I could be enrolled in this benefit, and I would like to know what is this, this benefit is about. Okay, what company are you working with? ATC. ATC at the... Around the Clock. Okay, may I have the last four of your Social to locate you on the system and see what they sent you? 2111. Thank you very much. Okay, Ms. Norve David, and, uh, just for security purposes, can you please verify your address and date of birth? 2210 Street. And then, uh, um, Central High School, New York, 11722. Date of birth is June 8th, 27, 1989. Thank you very much, and is your email norvedavid@yahoo.com? Yes, that's correct. I need your phone number, 631-482-5054.

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