

Transcript: Sara

Marulanda-5170827646418944-5494703966339072

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Cart. May I, may I have your name please? Wakiesha Brown. Hello, ma'am. How may I help you? Yes, um, I was calling about, I got a new, a text message. Okay, what does the message say? Uh... just a moment. Let me go back to- Sure, ma'am. It said, "Congratulate on your job with the, with the... You will be auto-recalled and M, M, and M-E-C." Okay, and that's letting you know that, um, two, um, as soon as you applied for a, a job with Search Stopping, uh, what they're telling you there is then you have 30 days from your first paycheck in order to enroll on Healthcare Benefits or to decline the enrollment. After 30 days, Search will un-enroll you. Okay. So what would you like to do? Um, in these 30 days yet? Yes. No, no. I mean, I haven't checked your account. I don't know. I'm just telling you what that means in the, in the, in the message. Oh. Would you like me to check your account? Yes. Okay, may I have the last four digits of your Social Security number please? 3439. Miss Wakiesha Brown, and just for security purposes can you please verify your address and date of birth? 11156 US Highway 80, West Shorter Alabama, 36075. Where did you say? West Shorter? West Shorter. Okay. And your date of birth? 4th, 1984. And is your email wakieshalark@gmail.com? Yes. And phone number 334-421-2208? Yes. Thank you very much, ma'am. Give me just a minute. We got it. First... Okay, you have until December the 20th to enroll on Healthcare Benefits or to view the call and decline. After the 20th, they're going to un-enroll you on, um, benefits. And you will- Okay. ... see the deductions every week, okay? Okay. All righty, ma'am. Other than that, is there anything else that I can help you with? No, ma'am. That'll be all. All righty then. So thank you for calling Benefits in a Cart. Have a wonderful day. Mm-hmm. Okay, bye.

Conversation Format

Speaker None: Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Cart. May I, may I have your name please? Wakiesha Brown. Hello, ma'am. How may I help you? Yes, um, I was calling about, I got a new, a text message. Okay, what does the message say? Uh... just a moment. Let me go back to- Sure, ma'am. It said, "Congratulate on your job with the, with the... You will be auto-recalled and M, M, and M-E-C." Okay, and that's letting you know that, um, two, um, as soon as you applied for a, a job with Search Stopping, uh, what they're telling you there is then you have 30 days from your first paycheck in order to enroll on Healthcare Benefits or to decline the enrollment. After 30 days, Search will un-enroll you. Okay. So what would you like to do? Um, in these 30 days yet? Yes. No, no. I mean, I haven't checked your account. I don't know. I'm just telling

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