

Transcript: Sara

Marulanda-5214997868363776-4665721505366016

Full Transcript

Thank you for calling Benefits in- Thank you for calling Benefits in a Cart. My name is Sarah. May I have your name, please? Hello. My name is Isabel. Hello. Thank you for calling Benefits in a Cart. I have- I'm having trouble with you and me. Okay. Can you hear me now? Yes. Okay. My name is Sarah. This is Benefits in a Cart. How may I help you? I called on the 4th because my company has switched insurance and we called from a different one to get it in the cart. And I called on the 4th of April to deny this transition as to the one, um, insurance coverage to you. I received a message today saying that I was transitioning and that I got till the 20 something to make changes. Please make sure that I was not transitioning and that I am not going to be charged. Okay. Let me check that for you. May I have the name of the agency and the last four of your social? The agency is Lingo. Spelling L-I-N-G-O. The last four digits is 2635. Can you say Lingo 2635? Mm-hmm. Thank you. And just for security purposes, can you please verify your address and date of birth? August 15th, 1980, 705 Clearview Drive, Harlingen, Texas 78552. Email isabel.aval@gmail.com? That's correct. Phone number 512-373-9838? Yes. Okay. Yes. It was already declined. You're not going to be enrolled. Okay. Perfect. Thank you for confirming that. Okay. Yes. That's uh, what, um, what is showing at the system. You're, you're already declined. Is there anything else that I can help you with? No, that's it. If you... Um, would it be able to get an email confirming that I did ... Okay. It sounds really fast. You say you want to receive an email confirming the declination? Correct. Okay. Yes. I will request that for you. You will receive that between 24, between today and 24 hours. Thank you. All righty, ma'am. You're more than welcome. Thank you for calling Benefits in a Cart. Have a wonderful day. You too. Bye-bye. Thank you. Bye-bye.

Conversation Format

Speaker None: Thank you for calling Benefits in- Thank you for calling Benefits in a Cart. My name is Sarah. May I have your name, please? Hello. My name is Isabel. Hello. Thank you for calling Benefits in a Cart. I have- I'm having trouble with you and me. Okay. Can you hear me now? Yes. Okay. My name is Sarah. This is Benefits in a Cart. How may I help you? I called on the 4th because my company has switched insurance and we called from a different one to get it in the cart. And I called on the 4th of April to deny this transition as to the one, um, insurance coverage to you. I received a message today saying that I was transitioning and that I got till the 20 something to make changes. Please make sure that I was not transitioning and that I am not going to be charged. Okay. Let me check that for you. May I have the name of the agency and the last four of your social? The agency is Lingo. Spelling L-I-N-G-O. The last four digits is 2635. Can you say Lingo 2635? Mm-hmm. Thank you. And just for security

purposes, can you please verify your address and date of birth? August 15th, 1980, 705 Clearview Drive, Harlingen, Texas 78552. Email isabel.aval@gmail.com? That's correct. Phone number 512-373-9838? Yes. Okay. Yes. It was already declined. You're not going to be enrolled. Okay. Perfect. Thank you for confirming that. Okay. Yes. That's uh, what, um, what is showing at the system. You're, you're already declined. Is there anything else that I can help you with? No, that's it. If you... Um, would it be able to get an email confirming that I did ... Okay. It sounds really fast. You say you want to receive an email confirming the declination? Correct. Okay. Yes. I will request that for you. You will receive that between 24, between today and 24 hours. Thank you. All righty, ma'am. You're more than welcome. Thank you for calling Benefits in a Cart. Have a wonderful day. You too. Bye-bye. Thank you. Bye-bye.