

## **Transcript: Sara**

**Marulanda-5461018519191552-4637268689207296**

### **Full Transcript**

Gracias por comunicarse. Gracias por comunicarse con Benefits in a Cut. Le habla Sara, puede darme su nombre, por favor? Hello, I need an English speaker. Sir, I'm trying to help you in English. How can I help you? Okay. Hey, I called a few days ago to decline the healthcare thing, and I'm j- and I got an email here today and I'm just making sure that it went through or whatever, the decline. You know what I mean? Okay, let me ch- let me check that for you. May I have the name of the agency that you are working with, and the last 14- Yeah. ... digits of the social? Yeah. Yeah, yeah, Surge Staffing. Okay. Okay, and the last four of the social? Uh, 6438. Thank you. And for security purposes can you please verify your address and date of birth? Yeah, 145 West Irving Street, Bucyrus, Ohio 44820. Date of birth is January 7th, 1966. ... younggirl33@yahoo.com? Yes. And is your phone 567-409-8080? Yes, that's correct. Thank you very much. Yes, sir, your declination was, uh, by April the 3rd. Okay. Great. So I'm good to go then? Y- y- yes, mm-hmm, unless you have any other question. No, that's it. That's all I wanted to know, because I got that email, so. All right, thank you. All right. You're more than welcome. Oh, by the way, you're gonna receive that email once a week during the 30 days, unless you're open enrollment. Oh, okay. All right, that makes sense then. That's right. Okay. All right, thanks for telling me that. All right. Okay. I appreciate it. Have a good day, sir. You too. Bye. You're more than welcome. Mm-hmm. Bye-bye. Thank you. Mm-hmm. You're welcome. Bye.

### **Conversation Format**

Speaker None: Gracias por comunicarse. Gracias por comunicarse con Benefits in a Cut. Le habla Sara, puede darme su nombre, por favor? Hello, I need an English speaker. Sir, I'm trying to help you in English. How can I help you? Okay. Hey, I called a few days ago to decline the healthcare thing, and I'm j- and I got an email here today and I'm just making sure that it went through or whatever, the decline. You know what I mean? Okay, let me ch- let me check that for you. May I have the name of the agency that you are working with, and the last 14- Yeah. ... digits of the social? Yeah. Yeah, yeah, Surge Staffing. Okay. Okay, and the last four of the social? Uh, 6438. Thank you. And for security purposes can you please verify your address and date of birth? Yeah, 145 West Irving Street, Bucyrus, Ohio 44820. Date of birth is January 7th, 1966. ... younggirl33@yahoo.com? Yes. And is your phone 567-409-8080? Yes, that's correct. Thank you very much. Yes, sir, your declination was, uh, by April the 3rd. Okay. Great. So I'm good to go then? Y- y- yes, mm-hmm, unless you have any other question. No, that's it. That's all I wanted to know, because I got that email, so. All right, thank you. All right. You're more than welcome. Oh, by the way, you're gonna receive that email once a week

during the 30 days, unless you're open enrollment. Oh, okay. All right, that makes sense then. That's right. Okay. All right, thanks for telling me that. All right. Okay. I appreciate it. Have a good day, sir. You too. Bye. You're more than welcome. Mm-hmm. Bye-bye. Thank you. Mm-hmm. You're welcome. Bye.