

Transcript: Sara

Marulanda-5463960807194624-5089922171715584

Full Transcript

... benefits in a card. My name is Sarah. May I have your name, please? Hello. My name is Matthew Luke. Hello, Mr. Luke. How may I help you? Hello. Um, I got a couple of questions. Um, I'm ready to... Well, actually, I'm, I'm not quite ready to enroll in benefits. Um, I know which one I need, but, um, I need, uh, I mean, I guess the first question is, um, my, uh, my enrollment date I think ends at, on May 4th, and I need at least one day more. And May 4th is the, uh, the Saturday when you guys are closed. Um, I mean- Okay. ... is, is there any situation... Go ahead, ma'am. No, I was, uh, I- let me locate your account first, then I'll- Yes, yes. ... figure out the dates. Okay? Um, may I have please the name of the agency and the last four of your Social? Uh, so the last four would be 1610, and the agency should be Adept HR. Okay, Mr. Luke. Uh, just for security purposes, can you please verify your address and date of birth? It is 1105 West 86th Street, and the date of birth is 10/19/1996. You mean Matt, A... No. Matt, Alex Luke 3- Yep. ... 0. Yeah. That's it. Okay. Give me just a minute while I do the math. Hold on, please. Okay. The last date is gonna be the 4th. May the 4th is gonna be a Sunday. Um, would you like to wait on the line? I'm gonna put you on hold for a minute while I find out if, uh, if I'm able to get your enrollment by Monday. Oh, I'm sorry. Is that okay? M-Monday? Hold on. I'm sorry. I lost you. Okay. Um, next Monday. Okay, I can- Would that date be okay for you? I can hear you now. Okay. Okay. I, I lost you for a bit. Um, but, uh, cont- please continue. Okay. It's okay. I'm, I'm, I'm just asking you, will be Monday enough time for you to enroll? Um, absolutely. Um, I mean, if I could get just one day, that would be great. But as you're saying a week, that would be, that would be phenomenal. Okay. So let me put you on hold for a minute while I get the, the authorization for that. Okay? Okay. Thank you. Please don't disconn- connect. Thank you. No problem. Hello, Mr. Luc? Hello. Thank you for waiting, sir. Okay. I'm going to have to wait like 30 more minutes until I get the answer, uh, for that extension. Can I give you a call back? Um, yes, ma'am. Okay, it's going to be 816-977-4850. Is that correct? Yes, ma'am. Yep. Okay. So once I get that information back, I will be giving you a call. Okay. And e- even if I could just get it extended until that, that... Until Monday, um, that would be great. Okay. Yes, um, that's what I'm trying to do but, uh, the person who should, uh, give me the permission or approve it, uh, she's out of the office and isn't coming back like in 30, 35 minutes. So, that's why you're gonna have to wait. Okay, sir? Okay. Thank you. Thank you. Do you think, do you think she'll, uh, approve it when she gets back? Well, uh, I don't know what, um, um, I don't know how or what they have to get in consideration in order to approve any extension or not. Um, those are the main office people, I'm just the customer service . So I don't know if they will approve it or not, honestly. Okay. Well, I appreciate you. Oh, okay, sir. I will be giving you a call as soon as I get that information. All righty. All right, thank you. All righty, sir. Thank you. Mm-hmm. Yeah. You're welcome. Bye-bye. All right, bye.

Conversation Format

Speaker None: ... benefits in a card. My name is Sarah. May I have your name, please? Hello. My name is Matthew Luke. Hello, Mr. Luke. How may I help you? Hello. Um, I got a couple of questions. Um, I'm ready to... Well, actually, I'm, I'm not quite ready to enroll in benefits. Um, I know which one I need, but, um, I need, uh, I mean, I guess the first question is, um, my, uh, my enrollment date I think ends at, on May 4th, and I need at least one day more. And May 4th is the, uh, the Saturday when you guys are closed. Um, I mean- Okay. ... is, is there any situation... Go ahead, ma'am. No, I was, uh, I- let me locate your account first, then I'll- Yes, yes. ... figure out the dates. Okay? Um, may I have please the name of the agency and the last four of your Social? Uh, so the last four would be 1610, and the agency should be Adept HR. Okay, Mr. Luke. Uh, just for security purposes, can you please verify your address and date of birth? It is 1105 West 86th Street, and the date of birth is 10/19/1996. You mean Matt, A... No. Matt, Alex Luke 3- Yep. ... 0. Yeah. That's it. Okay. Give me just a minute while I do the math. Hold on, please. Okay. The last date is gonna be the 4th. May the 4th is gonna be a Sunday. Um, would you like to wait on the line? I'm gonna put you on hold for a minute while I find out if, uh, if I'm able to get your enrollment by Monday. Oh, I'm sorry. Is that okay? M-Monday? Hold on. I'm sorry. I lost you. Okay. Um, next Monday. Okay, I can- Would that date be okay for you? I can hear you now. Okay. Okay. I, I lost you for a bit. Um, but, uh, cont- please continue. Okay. It's okay. I'm, I'm, I'm just asking you, will be Monday enough time for you to enroll? Um, absolutely. Um, I mean, if I could get just one day, that would be great. But as you're saying a week, that would be, that would be phenomenal. Okay. So let me put you on hold for a minute while I get the, the authorization for that. Okay? Okay. Thank you. Please don't disconn- connect. Thank you. No problem. Hello, Mr. Luc? Hello. Thank you for waiting, sir. Okay. I'm going to have to wait like 30 more minutes until I get the answer, uh, for that extension. Can I give you a call back? Um, yes, ma'am. Okay, it's going to be 816-977-4850. Is that correct? Yes, ma'am. Yep. Okay. So once I get that information back, I will be giving you a call. Okay. And e- even if I could just get it extended until that, that... Until Monday, um, that would be great. Okay. Yes, um, that's what I'm trying to do but, uh, the person who should, uh, give me the permission or approve it, uh, she's out of the office and isn't coming back like in 30, 35 minutes. So, that's why you're gonna have to wait. Okay, sir? Okay. Thank you. Thank you. Do you think, do you think she'll, uh, approve it when she gets back? Well, uh, I don't know what, um, um, I don't know how or what they have to get in consideration in order to approve any extension or not. Um, those are the main office people, I'm just the customer service . So I don't know if they will approve it or not, honestly. Okay. Well, I appreciate you. Oh, okay, sir. I will be giving you a call as soon as I get that information. All righty. All right, thank you. All righty, sir. Thank you. Mm-hmm. Yeah. You're welcome. Bye-bye. All right, bye.