

Transcript: Sara

Marulanda-5494797059670016-4940714502438912

Full Transcript

Thank you for calling Benefits in a Cart. My name is Sarah. May I have your name, please? Virginia L. Pickle. Hello, Ms. Pickle. How may I help you? Um, well, I got an email about benefits that we needed to accept or decline, and I want to decline, please. Sure, ma'am. Let me help you with that. May I have the name of the agency that you are working with and the last four of your Social? Well, I'm with Temp Staff. Temp Staff, okay. Uh-huh. And the last four is 0341. Thank you very much. Ms. Virginia L. Pickle, just for security purposes, ma'am, can you please verify your address and your date of birth? Yes. It's 2326 Attala Road, 1201 Kosciusko, Mississippi 39090. Okay. And your date of birth? 10/11/1954. Thank you very much. Is your email GLPickle@live.com? That's correct, uh-huh. And your phone number is 733-8906? Correct, mm-hmm. Thank you very much, ma'am. Okay, um, your company, Temp Staff, does not have any out enrollment, so you just, you don't need to decline anything because they don't going to put you automatically on that insurance unless you request enrollment. So you're okay ... Okay. Well, it sounds... I got a letter, I got an email, and I thought, 'cause that's what I thought. I said, "Well, I don't need to do anything." But they made it sound like I needed to call, so... Yeah. Th- th- this will... I was checking that. I ... Yeah. Yeah. ... there was, um, letting you know, or, uh, giving you like, a courtesy reminder about the company open enrollment period, but you don't need to decline. Okay. All right. Well, thank you. All right. You're more than welcome. Have a wonderful day, and thank you for calling Benefits in a Cart. Okay. Bye bye. Okay. Bye bye.

Conversation Format

Speaker None: Thank you for calling Benefits in a Cart. My name is Sarah. May I have your name, please? Virginia L. Pickle. Hello, Ms. Pickle. How may I help you? Um, well, I got an email about benefits that we needed to accept or decline, and I want to decline, please. Sure, ma'am. Let me help you with that. May I have the name of the agency that you are working with and the last four of your Social? Well, I'm with Temp Staff. Temp Staff, okay. Uh-huh. And the last four is 0341. Thank you very much. Ms. Virginia L. Pickle, just for security purposes, ma'am, can you please verify your address and your date of birth? Yes. It's 2326 Attala Road, 1201 Kosciusko, Mississippi 39090. Okay. And your date of birth? 10/11/1954. Thank you very much. Is your email GLPickle@live.com? That's correct, uh-huh. And your phone number is 733-8906? Correct, mm-hmm. Thank you very much, ma'am. Okay, um, your company, Temp Staff, does not have any out enrollment, so you just, you don't need to decline anything because they don't going to put you automatically on that insurance unless you request enrollment. So you're okay ... Okay. Well, it sounds... I got a letter, I got an email,

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