

Transcript: Sara

Marulanda-5600867778510848-6157419694473216

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Cart. My name is Sarah. May I have your name please? Shaquoy Miles. Hello, ma'am. How may I help you? I'm trying to figure out if, um, is this the line I need to use to try to enroll in benefits? Yes, ma'am. This is the line. You're correct. Okay. What is the agency that you are working with? ATC. And may I have the last four of your Social to locate you on the system please? It's 0395. Miss Miles, and just for security purposes, can you please verify your address and date of birth? Uh, 148 Casino Street, Thomasville, Georgia, 31792, 04061986. And is your email 40086@... ..a... email.com. Phone number 229-627- 672-9606? Correct. Thank you very much. And did you already know what you would like to enroll at? Not at all. If you could send me a email link and so I can look at a few things and let you know what the deadline is so that I can have this set up. Sure. I, I can do it, I just need to get the ball rolling and I usually do it online. I just wanted to call and make sure 'cause I understand when I called back a couple of months, weeks ago, whatever they said, to wait until the 11th and I can be able to start enrollment or do an enrollment. So today is that day and I'm just trying to go ahead and make a plan so I can get my insurance coverage out the way. Sure, ma'am. The last day, 20... going to be December the 27th. Okay. And I am processing your enrollment to send that to you. Give me just a minute while I send it to you, okay? Okay. Okay, ATC. You're going to receive in a couple minutes, you're going to receive an email from info at Benefits in a Cart. That email has your benefit guide attached. Okay, I just sent it. Um, can you check your email while we are on the phone? Let me look on there right quick. Um, let me see. Let me refresh. Let me check my spam. Yeah, I got it. Benefit gui-... got it. Oh, okay. Perfect. So yes, if you have any questions once you review the information, give us a call back or you can go ahead and enroll either online or with us by phone, okay? Perfect. Sounds great. I appreciate your help. You're more than welcome. My, my pleasure. Have a wonderful day and thank you for calling Benefits in a Cart. Thank you. All right, bye. You're welcome. Bye-bye. Okay.

Conversation Format

Speaker None: Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Cart. My name is Sarah. May I have your name please? Shaquoy Miles. Hello, ma'am. How may I help you? I'm trying to figure out if, um, is this the line I need to use to try to enroll in benefits? Yes, ma'am. This is the line. You're correct. Okay. What is the agency that you are working with? ATC. And may I have the last four of your Social to locate you on the system please? It's 0395. Miss Miles, and just for security

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