

Transcript: Sara

Marulanda-5746504978579456-5650644798193664

Full Transcript

Hello, sir. Thank you for calling Benefits in a Card. My name is Sarah. May I have your name, please? Donald Robinson. Hello, Mr. Robinson. How may I help you? I'm trying to enroll in some insurance. Sure, I can help you with that. May I have the name of the agency that you are working with and the last four of your Social? MAU. Okay. And the last fo- Social is 3527. Thank you very much, Mr. Robinson. And just for security purposes, can you please verify your address and date of birth? It's 427 Fairmont Avenue, Spartanburg, South Carolina, 29301. Date of birth is 2/15/80. Is that 427 or 426? 426. Okay. And is your email dot t.dr439@gmail.com? Uh-huh. And is your phone number 864-494-1088? Uh-huh. Thank you very much. When did you start working with the company, sir? Uh, Monday. Last Monday. Okay. The, the last hire day we- Sorry, mister. Hello? Yes. Um. You were to tell me something? I'm sorry. I started working this Monday. Okay, this past Monday. Okay. The last hire date we have here in the system is from 2020. I will need to send an eligibility review for them to update the system. So at this moment, I won't be able to enroll you until I get that information back from the main office. Um, once I get that back, I will be giving you a call and then we can proceed with enrollment. You need to do what? I need for the main office to update the system, because it's showing an old, uh, old hire date, and that one does not let the system, uh, to proceed with the enrollment. So I'm gonna send- How much are you... I cannot enroll you at this moment. I need to... I need the main office to update the, your information. Okay, so how long this is gonna take? Uh, I think that will be today. Uh, but I, I, I don't know if it's gonna be an hour or two hours or 20 minutes. I, I, I don't handle those times. I'm just gonna send that to the main office and once I get that back, I will be giving you a call. Okay. All righty. Um, other than that, Mr. Robinson, is there anything else that I can help you with? No. All righty, sir. So thank you for calling, and, um, I will be in contact with you later on. All right.

Conversation Format

Speaker None: Hello, sir. Thank you for calling Benefits in a Card. My name is Sarah. May I have your name, please? Donald Robinson. Hello, Mr. Robinson. How may I help you? I'm trying to enroll in some insurance. Sure, I can help you with that. May I have the name of the agency that you are working with and the last four of your Social? MAU. Okay. And the last fo- Social is 3527. Thank you very much, Mr. Robinson. And just for security purposes, can you please verify your address and date of birth? It's 427 Fairmont Avenue, Spartanburg, South Carolina, 29301. Date of birth is 2/15/80. Is that 427 or 426? 426. Okay. And is your email dot t.dr439@gmail.com? Uh-huh. And is your phone number 864-494-1088? Uh-huh. Thank you

very much. When did you start working with the company, sir? Uh, Monday. Last Monday. Okay. The, the last hire day we- Sorry, mister. Hello? Yes. Um. You were to tell me something? I'm sorry. I started working this Monday. Okay, this past Monday. Okay. The last hire date we have here in the system is from 2020. I will need to send an eligibility review for them to update the system. So at this moment, I won't be able to enroll you until I get that information back from the main office. Um, once I get that back, I will be giving you a call and then we can proceed with enrollment. You need to do what? I need for the main office to update the system, because it's showing an old, uh, old hire date, and that one does not let the system, uh, to proceed with the enrollment. So I'm gonna send- How much are you... I cannot enroll you at this moment. I need to... I need the main office to update the, your information. Okay, so how long this is gonna take? Uh, I think that will be today. Uh, but I, I, I don't know if it's gonna be an hour or two hours or 20 minutes. I, I, I don't handle those times. I'm just gonna send that to the main office and once I get that back, I will be giving you a call. Okay. All righty. Um, other than that, Mr. Robinson, is there anything else that I can help you with? No. All righty, sir. So thank you for calling, and, um, I will be in contact with you later on. All right.