

Transcript: Sara

Marulanda-5800726010216448-5722384883990528

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? Uh, yes. My name is Michael Davenport. Hello, sir. How may I help you? Uh, I work for a temporary service agency called Surge, and they gave me this number to have, uh, the health benefits canceled. I do not want the health benefits, so I won't be charged \$15 a week for it. Okay, let me help you with that. May I have the last four digits of your Social Security Number to locate you on the system? 1814. Thank you very much, Mr. Michael Davenport. And just for security purposes, sir, can you please verify your address, complete address, and date of birth? My address is 415 Iroquois Drive. My birthdate is February 8th, 1988. And the city and the state? Uh, Bowling Green, Kentucky. Thank you very much. Email deepbluelight2288@gmail.com? Yes, that's my email address. Phone number 270-777-5032? Correct, that's my phone number. All righty, sir. Thank you very much. So I already declined your outcome moment. You're not gonna be even eligible, and you're not gonna see any reductions for, for healthcare coverage from our end, sir. So I won't be charged, right? No, you won't. No, sir, you won't. Okay. Thank you very much. W- is, is that all I need? Is that all you needed- Yes, sir. ... that information was? Yes, Michael. Yes, sir. Uh, w- You're not gonna be eligible. Will I receive a... Will I receive a email saying, uh, stating that I won't- Well, like a, um, like a declination confirmation? Uh, yes. Okay, sir. Yes, I will send you one. Okay. I appreciate it. All righty, sir. You're more than welcome. Have a wonderful day, and thank you for calling Benefits in a Cart. You too. Thank you. Bye. Thank you, sir. Bye-bye.

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? Uh, yes. My name is Michael Davenport. Hello, sir. How may I help you? Uh, I work for a temporary service agency called Surge, and they gave me this number to have, uh, the health benefits canceled. I do not want the health benefits, so I won't be charged \$15 a week for it. Okay, let me help you with that. May I have the last four digits of your Social Security Number to locate you on the system? 1814. Thank you very much, Mr. Michael Davenport. And just for security purposes, sir, can you please verify your address, complete address, and date of birth? My address is 415 Iroquois Drive. My birthdate is February 8th, 1988. And the city and the state? Uh, Bowling Green, Kentucky. Thank you very much. Email deepbluelight2288@gmail.com? Yes, that's my email address. Phone number 270-777-5032? Correct, that's my phone number. All righty, sir. Thank you very much. So I already declined

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