

## **Transcript: Sara**

**Marulanda-5858946251177984-6625695020040192**

### **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? Jordan Maddox. Hello, sir. How ma- how may I help you? Yes, is the E... I mean the MEC plan on my, uh, W-2? Um, if your MEC plan is on your W-2? Yes, um, yes, ma'am. Okay. First, let me check if, uh, your account. May I have the name of the agency that you are working with and the last four of your Social? Uh, Wagner Staffing & 7833. Thank you very much. Yes. And I guess for security purposes, can you please verify your address and date of birth? Uh, 144 Randell Avenue, Globeville, Georgia 30216. And my birthday is February 2nd, 2000. Okay. Could you repeat your address for me one more time? I'm sorry. 144 Randell Avenue- Okay. ... Globeville, Georgia. We have a different address. Have you recently moved? Oh, you're talking about the, the 4143 Eden- Yes. ... Drive, Macon, Georgia? Yes. No. Yes. I have recently moved. You want me to- But- ... change it? No, that's the address where I'm located. Oh, do you want us to change it? Yes. Okay. Okay. And is your email jordan2200@gmail.com? Yes. Phone number 855-2101? Yes. Okay, sir. Thank you. Okay. Uh, uh, you're not enrolled on any MEC plan first. And if that is going to be showing on your, on your W-2 form at that place, and I mean, the W-2 are processed by your company. We're just- Yes, ma'am. ... the healthcare administrators. So... Oh, okay. So there, so there's no- Yeah. ... MEC plan on my W-2? No, y-y- y- you're not enrolled on any, in any plan. Yes, ma'am. That's all I- I know. That's all I really wanted to know. Okay. Because I had got the message, I had got the message, and me and my mother share the same phone number and we were trying to figure out was it for me or was it for her? Oh, okay. No, you're not enrolled. Uh, your coverage was declined on the 12th. Yes, ma'am. Oh, okay, sir. Anything else that I can help you with? No, ma'am. That'd be all. All righty. So thank you for calling Benefits in a Cart. Have a wonderful day. All right. You too. Thank you. 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? Jordan Maddox. Hello, sir. How ma- how may I help you? Yes, is the E... I mean the MEC plan on my, uh, W-2? Um, if your MEC plan is on your W-2? Yes, um, yes, ma'am. Okay. First, let me check if, uh, your account. May I have the name of the agency that you are working with and the last four of your Social? Uh, Wagner Staffing & 7833. Thank you very much. Yes. And I guess for security purposes, can you please verify your address and date of birth? Uh, 144 Randell Avenue, Globeville, Georgia 30216. And my birthday is February 2nd,

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