

Transcript: Sara

Marulanda-5913647344205824-6009305795346432

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? Um, Wyatt Borglum. Uh, I work for DTC Workforce Program. Hello, sir. How may I help you? Um, did you, did you catch what I said? Yes. You told me the- Um- ... the agency that you're working with. Uh, how can I help you? So I was wondering if I was covered under insurance through this plan. Okay, let me check that for you. May I have the last four digits of your social se- social security number, please? 9522. Thank you very much. Mr. Borglum, just for security purposes can you please verify your address and date of birth? Yep. Okay, which one- Uh, 1109... 1109 Paris Road and 993 is my birthdate. Okay, email wy- wyattborglum993@gmail.com? Yep. Phone number 507-828-5002? Yep. Thank you very much. Okay, we're just, uh, waiting for your company to start making deductions. Once we receive the first deduction, that means the following month that's when your coverage became active. And you're going to receive the ID cards by the end of that week. So when, when do I... So it's up to my employer? Yes. Um, yes. I- they're the ones who make the deductions. We don't have access to any payroll information or activities. Okay. So we're just waiting for them to make the, the first deduction. Oh, okay. Yes. All right. I, I appreciate it. Thank you. You're more than welcome, sir. Anytime. Thank you for calling Benefits in a Cart. Yep. 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? Um, Wyatt Borglum. Uh, I work for DTC Workforce Program. Hello, sir. How may I help you? Um, did you, did you catch what I said? Yes. You told me the- Um- ... the agency that you're working with. Uh, how can I help you? So I was wondering if I was covered under insurance through this plan. Okay, let me check that for you. May I have the last four digits of your social se- social security number, please? 9522. Thank you very much. Mr. Borglum, just for security purposes can you please verify your address and date of birth? Yep. Okay, which one- Uh, 1109... 1109 Paris Road and 993 is my birthdate. Okay, email wy- wyattborglum993@gmail.com? Yep. Phone number 507-828-5002? Yep. Thank you very much. Okay, we're just, uh, waiting for your company to start making deductions. Once we receive the first deduction, that means the following month that's when your coverage became active. And you're going to receive the ID cards by the end of that week. So when, when do I... So it's up to my employer? Yes. Um, yes. I- they're the ones who make the deductions. We don't have access to any payroll information or activities. Okay. So we're just waiting for them

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