

## Transcript: Sara

**Marulanda-6219246175174656-5009657958154240**

### Full Transcript

Thank you for putting benefits in a card. My name is Sarah. May I have your name, please? Yeah, Jeron Dean. Good morning, sir. How may I help you? Um, I'm just calling to... What am I doing? Get a verification code. Verification code, yeah. Okay, sure. Uh, may I have the name of the agency that you are working with and the last four of your social? Mancan- Mancan. Okay. And the last four digits of your Social Security number? 3501. Thank you very much, Mr. Jeron Dean. And just for security purposes, can you please verify your address and date of birth? Yeah, 703 Fallen Avenue, Mount Vernon, Ohio 43050. My date of birth is April 6th, 1987. You can- Just a minute because we don't have that date here. It says eight- What, 4/6/87? April 6th, 1987. Okay, and your phone number is 330-600-4813? Yep. And is your email jeronpankey87@gmail.com? Jeron. Yeah, that's funny how you said it. JeronPenley87@gmail.com. Yep. Okay, thank you. Um, Mr. Dean, uh, just because we don't have your, um, your date of birth here and we need it, uh, for me to add it to the account, I will- How do they got my birth- Sir? They say they don't have my date of birth on there or something. We don't. We don't have- Yes, I just, I just need to verify your complete Social Security number too in order for me to add- Okay, okay. ... your birthday and your date. I can give you that. 273- Mm-hmm. ... 86501. Thank you very much. Appreciated. You're welcome. Okay, sir. Thank you. So you need to verify coverage? Verify what? Coverage. Uh, you need to enroll? W- What would you like to do? I just need a verification code. I think I- A verification code for Mancan to, uh, for the enrollment, I mean, for the- Yeah. ... onboarding verification? Hello? Yes, ma'am. I think he called the wrong number. I called this one right here. Yeah, you called the wrong number. I'm sorry. Oh, i- it's okay. It's okay. Um, is there anything- All right. Thank you. ... else that I can help you with? Not at this time. Yes, what's, what number did I, you told me- Oh, okay. Have a great day then. Thank you. Bye-bye. Bye. You're welcome.

### Conversation Format

Speaker None: Thank you for putting benefits in a card. My name is Sarah. May I have your name, please? Yeah, Jeron Dean. Good morning, sir. How may I help you? Um, I'm just calling to... What am I doing? Get a verification code. Verification code, yeah. Okay, sure. Uh, may I have the name of the agency that you are working with and the last four of your social? Mancan- Mancan. Okay. And the last four digits of your Social Security number? 3501. Thank you very much, Mr. Jeron Dean. And just for security purposes, can you please verify your address and date of birth? Yeah, 703 Fallen Avenue, Mount Vernon, Ohio 43050. My date of birth is April 6th, 1987. You can- Just a minute because we don't have that date here. It says eight- What, 4/6/87? April 6th, 1987. Okay, and your phone number is 330-600-4813? Yep.

And is your email jeronpankey87@gmail.com? Jeren. Yeah, that's funny how you said it. JerenPenley87@gmail.com. Yep. Okay, thank you. Um, Mr. Dean, uh, just because we don't have your, um, your date of birth here and we need it, uh, for me to add it to the account, I will- How do they got my birth- Sir? They say they don't have my date of birth on there or something. We don't. We don't have- Yes, I just, I just need to verify your complete Social Security number too in order for me to add- Okay, okay. ... your birthday and your date. I can give you that. 273- Mm-hmm. ... 86501. Thank you very much. Appreciated. You're welcome. Okay, sir. Thank you. So you need to verify coverage? Verify what? Coverage. Uh, you need to enroll? W- What would you like to do? I just need a verification code. I think I- A verification code for Mancan to, uh, for the enrollment, I mean, for the- Yeah. ... onboarding verification? Hello? Yes, ma'am. I think he called the wrong number. I called this one right here. Yeah, you called the wrong number. I'm sorry. Oh, i- it's okay. It's okay. Um, is there anything- All right. Thank you. ... else that I can help you with? Not at this time. Yes, what's, what number did I, you told me- Oh, okay. Have a great day then. Thank you. Bye-bye. Bye. You're welcome.