

Transcript: Sara

Marulanda-6221454082260992-4990542694793216

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? Kenya Williams. You went... Okay, may I have your name? I'm sorry. Kenya Williams. Hello, Mr. Williams. How may I help you? You offer opt out of the insurance? Sure, I can help you with that. May I have please the name of the agency that you are working with and the last four of your social? Surge. 7601. 7301? 7601. Okay. Uh, hold on please. Mr. Williamson, just for security purposes, can you please verify your address and date of birth? 31 Cecil Lane, Apartment B, Montgomery, Alabama 36109 and April 18th, 1994. Email williamskenya28@yahoo.com? Yes. Phone number 334-241-3180? Yes. Thank you very much. Well, you already declined back on August. Um, the other enrollment is just for the new hires. Uh, so you already declined. You don't have to worry about it. You're not gonna be enrolled- Yeah. They started me up... Well, I didn't receive the text like yesterday. Yeah. They, they usually send that as a courtesy reminder for you to know that you're gonna be... I mean, if you want to enroll or not. But that is just for the new hires. So did you work with them back on August? Yeah, I'm still with them. They started my, um, contract or, uh, whatever you wanna call it. Yes. You already declined. The, there's just one declination for life, so you don't have to, to worry about it. And they're gonna send a message during the, during your open enrollment. Your personal open enrollment period is gonna be a month, I think. So once a week they're gonna send a message. Oh, okay. All righty, sir. Other than that, is there anything else that I can help you with? No, there we are. All righty, sir. So thank you for calling Benefits in a Cart. I wish you two have a wonderful day. All right, Sarah. Okay. 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? Kenya Williams. You went... Okay, may I have your name? I'm sorry. Kenya Williams. Hello, Mr. Williams. How may I help you? You offer opt out of the insurance? Sure, I can help you with that. May I have please the name of the agency that you are working with and the last four of your social? Surge. 7601. 7301? 7601. Okay. Uh, hold on please. Mr. Williamson, just for security purposes, can you please verify your address and date of birth? 31 Cecil Lane, Apartment B, Montgomery, Alabama 36109 and April 18th, 1994. Email williamskenya28@yahoo.com? Yes. Phone number 334-241-3180? Yes. Thank you very much. Well, you already declined back on August. Um, the other enrollment is just for the new hires. Uh, so you already declined. You don't have to worry about it. You're not gonna be

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