

## **Transcript: Sara**

**Marulanda-6297002130227200-5826050535669760**

### **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? Siobhan Miles. Hello, ma'am. How may I help you? Yes, I was told to call this number about benefits. Sure, I can help you with that. May I have, please, the name of the temporary agency that you are working with and the last four of your social? The AT. Um, what is it? ATC. ATC, okay. And then you said the last what? The last four of your Social Security number? 0475. Okay, and your last name again? Miles. M-I-L-E-S. Siobhan. Yeah. Okay. Ma'am, sorry, I have two Siobhans here, I mean two Miles here. No, two Siobhans, one Miles, and the other one with the other last name. Okay, um, Miss Miles. And just for security numbers, can you please verify your address and date of birth? 821 East Main Street, Riverhead, New York, 11901, 7-18-94. And is your email siobhan21miles@gmail.com? Mm-hmm. Yes. Phone number is 295-0185? Yes. Okay, ma'am. Thank you very much. Yes, your company's under Company Open Enrollment Period. Did you already know what you would like to enroll at? No, I don't know. Okay, um, let me download the information. Okay, your company's offered in one preventive care plan, two medical, one... benefited options like short-term disability, uh, 24-hour group accident vision, dental, term life and AD&D, behavioral health and IDA social plus. It is offered one plan, uh, that only covers prescription. That one is include on the preventive care as well. Okay. Do I have to take anything? Uh, it offers... No, it's, it's, it's just if you want. It's optional. I mean, if you don't want it- Oh. ... then you don't want it, and nothing ha- No. No, I don't need it. So you don't want it. Okay. Um, no. So we won't be able to do anything. All right. And then would they take the money off the check, right? Yes. Yeah. No. Every week they make the deductions from your paycheck in case you want to enroll on any of the plans. If you don't want to, there will be no deductions for healthcare coverage. No, thank you. Yeah. Okay. Um, other than that, Miss Miles, is there anything else that I can help? No, thank you. All righty, ma'am. You might receive the te- the same text message one or two more times. That's a- Okay. ... like we've processed your reminder for the open enrollment. Oh, gosh. All right, ma'am. Oh. Go have a wonderful day, ma'am, and thank you for calling Benefits In A Cart.

### **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? Siobhan Miles. Hello, ma'am. How may I help you? Yes, I was told to call this number about benefits. Sure, I can help you with that. May I have, please, the name of the temporary agency

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