

Transcript: Sara

Marulanda-6310106602323968-6245516250103808

Full Transcript

Thank you for, thank you for calling Benefits Center Card. My name is Sarah. May I have your name, please? Yeah. John Hall. Hello, Mr. Hall. How may I help you? Oh, I had a missed call from you and I was trying to see what it was in regards to. I'm sorry sir. I barely can hear you. Can you repeat that for me please? I had a missed call from you and I was trying to see what it was for. Okay, let me check that for you. May I have please the name of the temporary agency that you are working with and the last four of your Social to locate you on the system? Oh. Uh, M-A-N and last, uh, four is 1176. Thank you, Mr. Hall. And just for security purposes, can you please verify your address and date of birth? 111 Adam Drive, LaGrange, Georgia 30241. Date of birth 5/8/84. Email youngbaby76@yahoo.com? Yeah. Phone number is 770-238-7222? Yeah, I have a... Yeah, yeah, yeah, yeah. That's it. Okay. Perfect. Okay, sir. Thank you very much. Okay. Oh, well, we called you because you... Okay. We're processing the enrollment forms for healthcare coverage and you choose two MEC plans and you're allowed to have just one of them. Um... Okay. I'm gonna have to give you a call back in a little bit when I go on my, um, break, but I'll give you a call back. Okay, sir. Please, yes. Um, I'm not gonna touch the file. I'm gonna leave it like it is until you give us a call back. Okay? All right. Thanks. All right, sir. You're more than welcome. Have a-

Conversation Format

Speaker None: Thank you for, thank you for calling Benefits Center Card. My name is Sarah. May I have your name, please? Yeah. John Hall. Hello, Mr. Hall. How may I help you? Oh, I had a missed call from you and I was trying to see what it was in regards to. I'm sorry sir. I barely can hear you. Can you repeat that for me please? I had a missed call from you and I was trying to see what it was for. Okay, let me check that for you. May I have please the name of the temporary agency that you are working with and the last four of your Social to locate you on the system? Oh. Uh, M-A-N and last, uh, four is 1176. Thank you, Mr. Hall. And just for security purposes, can you please verify your address and date of birth? 111 Adam Drive, LaGrange, Georgia 30241. Date of birth 5/8/84. Email youngbaby76@yahoo.com? Yeah. Phone number is 770-238-7222? Yeah, I have a... Yeah, yeah, yeah, yeah. That's it. Okay. Perfect. Okay, sir. Thank you very much. Okay. Oh, well, we called you because you... Okay. We're processing the enrollment forms for healthcare coverage and you choose two MEC plans and you're allowed to have just one of them. Um... Okay. I'm gonna have to give you a call back in a little bit when I go on my, um, break, but I'll give you a call back. Okay, sir. Please, yes. Um, I'm not gonna touch the file. I'm gonna leave it like it is until you give us a call back. Okay? All right. Thanks. All right, sir. You're more than welcome. Have a-