

## **Transcript: Sara**

**Marulanda-6404111891644416-5006285190152192**

### **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? Allen Smith. Hello, Mr. Smith. How may I help you today? Uh, I got a text saying something that within 30 days I'll be on a, some sort of, uh, insurance or something. Let me see what company are you working with. May I have the name of the temporary agency and the last four- Uh- ... of your social? Search Staffing and my last four is 8413. Thank you very much, uh, Mr. Allen Smith and just for security purposes can you please verify your address and date of birth? Uh, 1957... I just moved an address. Let me dig it out. Okay. And my address is 2426 East 16th Street, Muncie, Indiana, 47302. Um, okay. Uh, first, your date of birth, you say 1957. What month is that? Oh, 9/19. Okay. And the address you say, can you repeat the address for me? I'm sorry. 2426 East 16th Street, Muncie, Indiana, 47302. Oh. Okay, do you remember the, the previous address? Uh, no. No, you don't. Okay, that's okay. Do you, do you, okay, uh, can you please verify your complete Social Security number? 316-70-8413. Thank you very much. Okay. Okay, the address we have here is 1304 West 17th Street, so let me change that for the new address, which was twen- two- twenty-three what? I'm sorry. 2426 East 16th Street. East 16th Street. Is the same Muncie, Indiana, 47302. Is that correct? Yes. And is your email smithallen219@yahoo.com? Yes. Phone number 219-819-1858? Yes. Thank you, sir. Okay, that, uh, text message that you just received is, um, related to ou- out enrollment but that's for the new employees. Um, you already worked with them before and uh- Yes. ... you already declined, so that doesn't- Well, I- ... come with... Is that a- W- Is that insurance or what is that? Yes, that's for healthcare insurance. Oh, well I don't... The VA takes care of me, so I, I'm well taken care of. Ah, okay. Uh, thank you for your service, sir. Okay. Thank you. Um, but n- don't, don't worry. Um, you're not going to be out-enrolled because you already declined and that apply- the out-enrollment applies only for the new employees. Okay. All right, sir. Um, do you have any other questions for us? Nope, that's it. All righty, so thank you for calling Benefits in a Cart. Wish you to have a wonderful day, sir. You too. Bye-bye. Thank you, sir. 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? Allen Smith. Hello, Mr. Smith. How may I help you today? Uh, I got a text saying something that within 30 days I'll be on a, some sort of, uh, insurance or something. Let me see what company are you working with. May I have the name of the temporary agency and the last

four- Uh- ... of your social? Search Staffing and my last four is 8413. Thank you very much, uh, Mr. Allen Smith and just for security purposes can you please verify your address and date of birth? Uh, 1957... I just moved an address. Let me dig it out. Okay. And my address is 2426 East 16th Street, Muncie, Indiana, 47302. Um, okay. Uh, first, your date of birth, you say 1957. What month is that? Oh, 9/19. Okay. And the address you say, can you repeat the address for me? I'm sorry. 2426 East 16th Street, Muncie, Indiana, 47302. Oh. Okay, do you remember the, the previous address? Uh, no . No, you don't. Okay, that's okay. Do you, do you, okay, uh, can you please verify your complete Social Security number? 316-70-8413. Thank you very much. Okay. Okay, the address we have here is 1304 West 17th Street, so let me change that for the new address, which was twen- twe- twenty-three what? I'm sorry. 2426 East 16th Street. East 16th Street. Is the same Muncie, Indiana, 47302. Is that correct? Yes. And is your email smithallen219@yahoo.com? Yes. Phone number 219-819-1858? Yes. Thank you, sir. Okay, that, uh, text message that you just received is, um, related to ou- out enrollment but that's for the new employees. Um, you already worked with them before and uh- Yes. ... you already declined, so that doesn't- Well, I- ... come with... Is that a- W- Is that insurance or what is that? Yes, that's for healthcare insurance. Oh, well I don't... The VA takes care of me, so I, I'm well taken care of. Ah, okay. Uh, thank you for your service, sir. Okay. Thank you. Um, but n- don't, don't worry. Um, you're not going to be out-enrolled because you already declined and that apply- the out-enrollment applies only for the new employees. Okay. All right, sir. Um, do you have any other questions for us? Nope, that's it. All righty, so thank you for calling Benefits in a Cart. Wish you to have a wonderful day, sir. You too. Bye-bye. Thank you, sir. Bye-bye.