

Transcript: Sara

Marulanda-6411972603494400-5780030979784704

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Cart. Uh, my name is Sarah. May I have your name please? Melony Jackson. M-E-L-O-N-Y. Hello, Ms. Jackson. How may I help you? I was trying to see if I was already enrolled for the benefits. I believe I am, but I was trying to check and make sure because I keep getting a text. Let me check that for you. Okay. Uh, may I have the name of the agency that you are working with and the last four of your Social? HSS, and the last four of my Social is 3236. Thank you very much. Um- Mm-hmm. ... it's Melony D. Jackson, and, uh, just for security purposes, ma'am, can you please verify your address and date of birth? Uh, 328 Bedford Road, Apartment 213, Bedford, Texas, 73022, 72577. Did you say Apartment 213? Yes. Okay, ma'am. And is your... And your date of birth? 7-25-77. Okay. E-mail melony_jackson10@yahoo.com? Yes. Phone number 817-766-0720? Yes. Thank you very much, ma'am. Okay. Uh, well, you are enrolled on a dental and vision coverage. Mm-hmm. Okay. That's what I'm telling you. That's all I need to know. Yes, ma'am. That's all I need to know. And- I just wanted to make sure all was in there. In case you have been receiving the text message or, or any kind of message, it's... Those are just- Uh-huh. ... courtesy reminders, uh- Oh, okay. Oh. ... during the company open enrollment period. So- Yes. Yes, ma'am. ... you don't have to worry about it. Okay, ma'am? Okay. Yes, ma'am. All righty. Anything else that I can help you with? No, ma'am. That was all. Thank you. You're more than welcome. Have a wonderful day and thank you for calling- Thank you. ... Benefits in a Cart. Thank you, ma'am. Mm, bye-bye. 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. Uh, my name is Sarah. May I have your name please? Melony Jackson. M-E-L-O-N-Y. Hello, Ms. Jackson. How may I help you? I was trying to see if I was already enrolled for the benefits. I believe I am, but I was trying to check and make sure because I keep getting a text. Let me check that for you. Okay. Uh, may I have the name of the agency that you are working with and the last four of your Social? HSS, and the last four of my Social is 3236. Thank you very much. Um- Mm-hmm. ... it's Melony D. Jackson, and, uh, just for security purposes, ma'am, can you please verify your address and date of birth? Uh, 328 Bedford Road, Apartment 213, Bedford, Texas, 73022, 72577. Did you say Apartment 213? Yes. Okay, ma'am. And is your... And your date of birth? 7-25-77. Okay. E-mail melony_jackson10@yahoo.com? Yes. Phone number 817-766-0720? Yes. Thank you very much, ma'am. Okay. Uh, well, you are enrolled on a dental and vision coverage.

Mm-hmm. Okay. That's what I'm telling you. That's all I need to know. Yes, ma'am. That's all I need to know. And- I just wanted to make sure all was in there. In case you have been receiving the text message or, or any kind of message, it's... Those are just- Uh-huh. ... courtesy reminders, uh- Oh, okay. Oh. ... during the company open enrollment period. So- Yes. Yes, ma'am. ... you don't have to worry about it. Okay, ma'am? Okay. Yes, ma'am. All righty. Anything else that I can help you with? No, ma'am. That was all. Thank you. You're more than welcome. Have a wonderful day and thank you for calling- Thank you. ... Benefits in a Cart. Thank you, ma'am. Mm, bye-bye. Bye-bye.