

Transcript: Sara

Marulanda-6485681643143168-4739931032731648

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? Uh, Malachi Harris. Hello, sir. How may I help you? Uh, I'm calling to opt out of the health insurance there. Sure. What agency are you working with? American Health Staff Corp. And may I have the last four of your Social? 2477. O-kay. How long have you been with the company? Uh, I'm just starting, so I'm doing all this paperwork right now. And, uh, I seen that it said that I have a chance or opportunity to opt out, and so that's what I'm doing. Yes. Uh, sure. The thing is, then, uh, because you are that new, we don't have your file yet. They have not sent us your file. Oh, okay. So there's two options. There's two options. We can go ahead create a profile, decline you there and that's it. Or the other option is for you to keep calling us until they find it and send us their profile, and then we can go from there and decline your enrollment. Do you know how long it take for y'all to get my papers for me to call up and decline all of that? You mean, for us to create a profile? Yeah. Three minutes. Two, three minutes. Is that 10 minutes? Oh, two, three minutes. Two, three minutes. Yes, sir. Okay. Okay. Well, if I could do that and then opt out, uh, that'd be pretty awesome. Okay, so let's do that. May I have, please, uh, your complete Social Security number? 514-23-2477. Okay, we got 514-23-2477. First name. Please spell that for me. M-A-L-A-C-H-I. And your last name? H-A-R-R-I-S. Address? 1726 West Collin Avenue. So it'd be C-O-L-L-I-N for Collin, then... Yeah. I'm sorry. Collin what? It was bad enough. Uh, avenue. Avenue. Any apartment number? Uh, 417-590-3274. I'm sorry. Uh, I mean, I was asking you any apartment number? Oh, oh, I'm sorry. No, no. It's a house. Okay. It's okay. And the city name? Springfield. State? Missouri. Now, the ZIP code? 65803. Date of birth? 6/16/04. Okay. Phone number? 417-590-3274. And email address? Malachi Harris101416@gmail. Okay, 10-14-15 or 16? 16. So one six. Okay. @gmail. Okay, Mr. Harris, I already opted you out and declined your enrollment. Other than that, is there anything else that I can help you with? You said what? I already declined your enrollment. Uh, you have been opted out. You're gonna be- Yeah. ... um, enrolled. Okay. All right. I'll be opted out. Is there anything else that I can help you with? Uh, no. It sounds like you've helped me enough already. All righty then. I'm glad to hear that. I wish you two have a wonderful weekend and thank you for calling Benefits in a Cart. Thank you for helping me out. Thank... You're more than welcome. My pleasure. 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. My name is Sarah. May I have your name, please?

Uh, Malachi Harris. Hello, sir. How may I help you? Uh, I'm calling to opt out of the health insurance there. Sure. What agency are you working with? American Health Staff Corp. And may I have the last four of your Social? 2477. O-kay. How long have you been with the company? Uh, I'm just starting, so I'm doing all this paperwork right now. And, uh, I seen that it said that I have a chance or opportunity to opt out, and so that's what I'm doing. Yes. Uh, sure. The thing is, then, uh, because you are that new, we don't have your file yet. They have not sent us your file. Oh, okay. So there's two options. There's two options. We can go ahead create a profile, decline you there and that's it. Or the other option is for you to keep calling us until they find it and send us their profile, and then we can go from there and decline your enrollment. Do you know how long it take for y'all to get my papers for me to call up and decline all of that? You mean, for us to create a profile? Yeah. Three minutes. Two, three minutes. Is that 10 minutes? Oh, two, three minutes. Two, three minutes. Yes, sir. Okay. Okay. Well, if I could do that and then opt out, uh, that'd be pretty awesome. Okay, so let's do that. May I have, please, uh, your complete Social Security number? 514-23-2477. Okay, we got 514-23-2477. First name. Please spell that for me. M-A-L-A-C-H-I. And your last name? H-A-R-R-I-S. Address? 1726 West Collin Avenue. So it'd be C-O-L-L-I-N for Collin, then... Yeah. I'm sorry. Collin what? It was bad enough. Uh, avenue. Avenue. Any apartment number? Uh, 417-590-3274. I'm sorry. Uh, I mean, I was asking you any apartment number? Oh, oh, I'm sorry. No, no. It's a house. Okay. It's okay. And the city name? Springfield. State? Missouri. Now, the ZIP code? 65803. Date of birth? 6/16/04. Okay. Phone number? 417-590-3274. And email address? Malachi Harris101416@gmail. Okay, 10-14-15 or 16? 16. So one six. Okay. @gmail. Okay, Mr. Harris, I already opted you out and declined your enrollment. Other than that, is there anything else that I can help you with? You said what? I already declined your enrollment. Uh, you have been opted out. You're gonna be- Yeah. ... um, enrolled. Okay. All right. I'll be opted out. Is there anything else that I can help you with? Uh, no. It sounds like you've helped me enough already. All righty then. I'm glad to hear that. I wish you two have a wonderful weekend and thank you for calling Benefits in a Cart. Thank you for helping me out. Thank... You're more than welcome. My pleasure. Mm, bye-bye. Bye-bye.