

Transcript: Sara

Marulanda-6515817989718016-5720732771467264

Full Transcript

Thank you for calling Benefits in a Cart. My name is... Can I have your name, please? Chassidy Hawthorne. Okay, ma'am. How may I help you? Yes, ma'am. I had chose, um, to get some benefits, um, working through MAU. Okay. Um, I need your account for those. Okay, let me check that for you. May I have the last four digits of your Social Security number? 8149. 8149. Uh-huh. Okay. Chassidy Hawthorne. Miss Hawthorne, under... just for security purposes, can you please verify your address and date of birth? 100 Manchester Avenue, Piedmont, South Carolina 29673. And you need what else? Your date of birth. 08-11-77. Email at shahow1977@gmail.com? Yes, ma'am. Phone number is 864-401-9950. Mm-hmm, that's correct. Thank you very much. Okay. Well, your coverage is already canceled. Okay. Last day, last day of coverage was, uh, February the 23rd, and it is already canceled- Okay. And I, I was- ... there's no payment. Huh? Okay. I had worked for them and then I had quit that job, so I didn't know if it was gonna take effect because I was starting a new job through them. Yes, after f- uh, by the fifth week, we noted directed deductions from your, uh, paycheck. That's when the coverage became- Okay. ... canceled. Okay, so it won't- All righty. ... pick back up? All right, so, mm, you don't want insurance anyway, right? No, I don't want it. Okay. Okay. Yes, uh, you can go ahead and start working with them because they, uh, the insurance is not going to reactivate unless you request it and if you are eligible, of course. Okay, thank you so much. All righty, ma'am. You're more than welcome. Have a wonderful day and thank you for calling Benefits in a Cart. Thank you. Bye-bye. You're welcome. Bye-bye.

Conversation Format

Speaker None: Thank you for calling Benefits in a Cart. My name is... Can I have your name, please? Chassidy Hawthorne. Okay, ma'am. How may I help you? Yes, ma'am. I had chose, um, to get some benefits, um, working through MAU. Okay. Um, I need your account for those. Okay, let me check that for you. May I have the last four digits of your Social Security number? 8149. 8149. Uh-huh. Okay. Chassidy Hawthorne. Miss Hawthorne, under... just for security purposes, can you please verify your address and date of birth? 100 Manchester Avenue, Piedmont, South Carolina 29673. And you need what else? Your date of birth. 08-11-77. Email at shahow1977@gmail.com? Yes, ma'am. Phone number is 864-401-9950. Mm-hmm, that's correct. Thank you very much. Okay. Well, your coverage is already canceled. Okay. Last day, last day of coverage was, uh, February the 23rd, and it is already canceled- Okay. And I, I was- ... there's no payment. Huh? Okay. I had worked for them and then I had quit that job, so I didn't know if it was gonna take effect because I was starting a

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