

Transcript: VICTORIA

Taylor-4710811244118016-5833000299216896

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Uh, this is, the, it says that I can enroll from Crown Service to get a card or something before I send it a check. So this is for medical insurance. Oh, no. Never mind. Sorry. Never mind. Have you already opted out of the coverage? No. Okay. Um, because I know Crown will automatically enroll you into the plans, or into one of the- Mm-hmm. ... med, medical plans unless you opt out beforehand. No. I never opted out. Okay. I can pull up your file and decline it for you. Okay. What's the last four of your Social? 1004. And your first and last name? Michael. Your last name? Oh, Sherman. S-H-E-R-M-A-N. Sorry. You're fine. Uh, do you mind verifying your address and date of birth? Uh, I'll say, uh, 132 Stephanie Drive in Clarksville, Tennessee and, um, my birth is 09/17/1983. Gotcha. Phone number 931-218-8587? Yes, ma'am. And then email is gonna be shermanl29@yahoo.com? Yes, ma'am. Okay. And just to make sure, you're going to- Hey, on, on my- oh, oh, and my apartment number is supposed to be B. It don't have it on there on my file. It's supposed to be, uh, Clarksvil- uh, Apartment B, 132 Clarksville, Tennessee, Apartment B. Okay. So 132 Stephanie Drive, Apartment B as in boy? Yes, ma'am. Okay. And you're wanting to decline the coverage, correct? Yes, ma'am. All right. I will go ahead and decline it for you, and you should be good to go from here. All right. Thank you. Thank you. Bye-bye. Bye-bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benefits on a Card. This is Victoria. How can I help you?

Speaker speaker_2: Uh, this is, the, it says that I can enroll from Crown Service to get a card or something before I send it a check.

Speaker speaker_1: So this is for medical insurance.

Speaker speaker_2: Oh, no. Never mind. Sorry. Never mind.

Speaker speaker_1: Have you already opted out of the coverage?

Speaker speaker_2: No.

Speaker speaker_1: Okay. Um, because I know Crown will automatically enroll you into the plans, or into one of the-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... med, medical plans unless you opt out beforehand.

Speaker speaker_2: No. I never opted out.

Speaker speaker_1: Okay. I can pull up your file and decline it for you.

Speaker speaker_2: Okay.

Speaker speaker_1: What's the last four of your Social?

Speaker speaker_2: 1004.

Speaker speaker_1: And your first and last name?

Speaker speaker_2: Michael.

Speaker speaker_1: Your last name?

Speaker speaker_2: Oh, Sherman. S-H-E-R-M-A-N. Sorry.

Speaker speaker_1: You're fine. Uh, do you mind verifying your address and date of birth?

Speaker speaker_2: Uh, I'll say, uh, 132 Stephanie Drive in Clarksville, Tennessee and, um, my birth is 09/17/1983.

Speaker speaker_1: Gotcha. Phone number 931-218-8587?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: And then email is gonna be shermanl29@yahoo.com?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Okay. And just to make sure, you're going to-

Speaker speaker_2: Hey, on, on my- oh, oh, and my apartment number is supposed to be B. It don't have it on there on my file. It's supposed to be, uh, Clarksvil- uh, Apartment B, 132 Clarksville, Tennessee, Apartment B.

Speaker speaker_1: Okay. So 132 Stephanie Drive, Apartment B as in boy?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Okay. And you're wanting to decline the coverage, correct?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: All right. I will go ahead and decline it for you, and you should be good to go from here.

Speaker speaker_2: All right. Thank you.

Speaker speaker_1: Thank you. Bye-bye.

Speaker speaker_2: Bye-bye.