

Transcript: VICTORIA

Taylor-4764657162960896-5408714620977152

Full Transcript

... calling Benefits on a Card. This is Victoria. How can I help you? Hi, Victoria. My name's Suzi Sharp and I wanted to opt out of my insurance. Okay. What's the name of the agency you work for? Surge, S-U-R-G-E. And the last four of your social? 9890. Okay. And is your first name Susan or Suzy? Suzi, S-U-Z-I. Have you received your first paycheck yet? Um, no, I'll be due in a week from today to receive it. Okay. So since you haven't received your first paycheck, that's why I don't have a file for you, so I'm gonna have to make one. And then once I get it made, I'll be able to opt you out from there. Okay. What is your last name? Sharp. S-H-A-R-P. And your full social? 290-78-9890. Your date of birth? December 20th, 1979. And then full mailing address. 884 Townview Drive, St. Mary's, Ohio 45885. And, uh, the phone number you're calling from, is that the best phone number for you? Yes. And then lastly, what would be a good email? Um, it's, it's all one word. It's S-U-Z-I L-L-O-V-E@outlook.com. Okay. And let's see. You are wanting to decline, correct? Yes. Okay. All right, you got your file made and declining coverage now, so you're good to go from here. Okay. And if in the future I wanted to change my mind, is there, like, um, a certain date, like, dates I have to do that? Like an open house or something? So you'll have 30 days from the date of your first check to get enrolled. Outside of that, the only other time to do so is during the company's open enrollment period, which they have yearly. Oh. And I believe it's during the August timeframe. Let me double-check. Yeah, they typically have it around August of every year. Okay. All right. Well, that'll work. All righty. Do you need help with anything else? Um, I don't think so. Thank you very much. You're welcome. Have a wonderful day. Thanks. You too. Bye. Bye-bye.

Conversation Format

Speaker speaker_0: ... calling Benefits on a Card. This is Victoria. How can I help you?

Speaker speaker_1: Hi, Victoria. My name's Suzi Sharp and I wanted to opt out of my insurance.

Speaker speaker_0: Okay. What's the name of the agency you work for?

Speaker speaker_1: Surge, S-U-R-G-E.

Speaker speaker_0: And the last four of your social?

Speaker speaker_1: 9890.

Speaker speaker_0: Okay. And is your first name Susan or Suzy?

Speaker speaker_1: Suzi, S-U-Z-I.

Speaker speaker_0: Have you received your first paycheck yet?

Speaker speaker_1: Um, no, I'll be due in a week from today to receive it.

Speaker speaker_0: Okay. So since you haven't received your first paycheck, that's why I don't have a file for you, so I'm gonna have to make one. And then once I get it made, I'll be able to opt you out from there.

Speaker speaker_1: Okay.

Speaker speaker_0: What is your last name?

Speaker speaker_1: Sharp. S-H-A-R-P.

Speaker speaker_0: And your full social?

Speaker speaker_1: 290-78-9890.

Speaker speaker_0: Your date of birth?

Speaker speaker_1: December 20th, 1979.

Speaker speaker_0: And then full mailing address.

Speaker speaker_1: 884 Townview Drive, St. Mary's, Ohio 45885.

Speaker speaker_0: And, uh, the phone number you're calling from, is that the best phone number for you?

Speaker speaker_1: Yes.

Speaker speaker_0: And then lastly, what would be a good email?

Speaker speaker_1: Um, it's, it's all one word. It's S-U-Z-I L-L-O-V-E@outlook.com.

Speaker speaker_0: Okay. And let's see. You are wanting to decline, correct?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. All right, you got your file made and declining coverage now, so you're good to go from here.

Speaker speaker_1: Okay. And if in the future I wanted to change my mind, is there, like, um, a certain date, like, dates I have to do that? Like an open house or something?

Speaker speaker_0: So you'll have 30 days from the date of your first check to get enrolled. Outside of that, the only other time to do so is during the company's open enrollment period, which they have yearly.

Speaker speaker_1: Oh.

Speaker speaker_0: And I believe it's during the August timeframe. Let me double-check. Yeah, they typically have it around August of every year.

Speaker speaker_1: Okay. All right. Well, that'll work.

Speaker speaker_0: All righty. Do you need help with anything else?

Speaker speaker_1: Um, I don't think so. Thank you very much.

Speaker speaker_0: You're welcome. Have a wonderful day.

Speaker speaker_1: Thanks. You too. Bye.

Speaker speaker_0: Bye-bye.