

## **Transcript: VICTORIA**

**Taylor-5043985403396096-4564276798341120**

### **Full Transcript**

Thank you for calling Benefits and a Card. This is Victoria. How can I help you? This is Peggy Williams and I work for MAU in Newbury at Samsung plant, and I'm calling to see can I enroll 'cause I got hired August of last year and I didn't enroll. They said first of the year is when I could do it again. Okay, I'm sorry. What's the name of the agency you work for? MAU. And the last four of- M-A-U. Pardon me? The last four of your Social? 5329. And your first and last name? Peggy Williams. Peggy with a Y. All right. Do you mind verifying your address and date of birth? Uh, 8678 Green Acres Road, Silver Street, South Carolina 29105. And my date of birth, 10/14/1963. Phone number 864-554-613- uh, 6103? That's one of them. I need you to add another one to it. Okay. And that when you're ready. I'm ready. So it's 803-924-6627. So 803-924-6627? Yes. Okay. And will be- Could you hold a minute, please? Sure. Just hold a minute. Um, can you talk to, uh Samsung to see what they gonna do 'cause they had me coming in here Sunday, yesterday, and it's seven o'clock and nobody can see is they gonna pay me for the three hours for come in for nothing. Okay. Okay, I'm back. I'm sorry, ma'am. I just got to work and I was talking to one of the MAU employees about the situation, but I'm back. Okay. Um, and then your email williamspeggy381@gmail.com? Yes. Okay. So I see that you're enrolled into the MEC, the dental and the vision for just yourself. I -wait a minute. You said I'm enrolled for what? The MEC medical plan, dental- Yes. ... vision. Um, all of that being for employee only. Yes, but I want to, uh, take out the insurance policy. You're wanting to take- I had an attack. Okay. So unfortunately, MAU's open enrollment period ended Friday the 31st, so I'm not able to make any changes to your enrollment at the time. Bye.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits and a Card. This is Victoria. How can I help you?

Speaker speaker\_1: This is Peggy Williams and I work for MAU in Newbury at Samsung plant, and I'm calling to see can I enroll 'cause I got hired August of last year and I didn't enroll. They said first of the year is when I could do it again.

Speaker speaker\_0: Okay, I'm sorry. What's the name of the agency you work for?

Speaker speaker\_1: MAU.

Speaker speaker\_0: And the last four of-

Speaker speaker\_1: M-A-U. Pardon me?

Speaker speaker\_0: The last four of your Social?

Speaker speaker\_1: 5329.

Speaker speaker\_0: And your first and last name?

Speaker speaker\_1: Peggy Williams. Peggy with a Y.

Speaker speaker\_0: All right. Do you mind verifying your address and date of birth?

Speaker speaker\_1: Uh, 8678 Green Acres Road, Silver Street, South Carolina 29105. And my date of birth, 10/14/1963.

Speaker speaker\_0: Phone number 864-554-613- uh, 6103?

Speaker speaker\_1: That's one of them. I need you to add another one to it.

Speaker speaker\_0: Okay.

Speaker speaker\_1: And that when you're ready.

Speaker speaker\_0: I'm ready.

Speaker speaker\_1: So it's 803-924-6627.

Speaker speaker\_0: So 803-924-6627?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay. And will be-

Speaker speaker\_1: Could you hold a minute, please?

Speaker speaker\_0: Sure.

Speaker speaker\_1: Just hold a minute. Um, can you talk to, uh Samsung to see what they gonna do 'cause they had me coming in here Sunday, yesterday, and it's seven o'clock and nobody can see is they gonna pay me for the three hours for come in for nothing.

Speaker speaker\_0: Okay.

Speaker speaker\_1: Okay, I'm back. I'm sorry, ma'am. I just got to work and I was talking to one of the MAU employees about the situation, but I'm back.

Speaker speaker\_0: Okay. Um, and then your email williamspeggy381@gmail.com?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay. So I see that you're enrolled into the MEC, the dental and the vision for just yourself.

Speaker speaker\_1: I -wait a minute. You said I'm enrolled for what?

Speaker speaker\_0: The MEC medical plan, dental-

Speaker speaker\_1: Yes.

Speaker speaker\_0: ... vision. Um, all of that being for employee only.

Speaker speaker\_1: Yes, but I want to, uh, take out the insurance policy.

Speaker speaker\_0: You're wanting to take-

Speaker speaker\_1: I had an attack.

Speaker speaker\_0: Okay. So unfortunately, MAU's open enrollment period ended Friday the 31st, so I'm not able to make any changes to your enrollment at the time.

Speaker speaker\_1: Bye.