

Transcript: VICTORIA

Taylor-5073441606385664-5272576825540608

Full Transcript

Thank you for calling Benefits by Nakart. This is Victoria. How can I help you? Hey, Victoria. Yes, ma'am. Um, I called last week, and I'm calling to see if maybe my insurance has been activated yet? Okay. Uh, what's the name of the agency you work for? Uh, Surge. And the last four of your social? Three, seven, four, seven. And, uh, your first and last name? Crystal Cameron. Okay. Do you mind verifying your address and date of birth? Um, March the 2nd, 1991. And 11600 Highway 34, Franklin, Georgia, 30217. Is it Georgia Highway 34 or just Highway 34? Yes, ma'am. Georgia Highway 34. Sorry. That's okay. You're fine. And your date of birth? March the 2nd, 1991. Phone number 256-307-0181? Yes, ma'am. And then email is cpc1749@icloud.com? Yes, ma'am. Okay. Um, let's see. It looks like your enrollment is still pending. Um, I know once you enroll, it can take up to two weeks to be processed through payroll. And then coverage will start the following Monday of your first payroll deduction. Okay, so it's not active yet? No, ma'am. All right, thank you. You're welcome. You have a wonderful day. You too. Thank you. Bye-bye. Bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits by Nakart. This is Victoria. How can I help you?

Speaker speaker_1: Hey, Victoria. Yes, ma'am. Um, I called last week, and I'm calling to see if maybe my insurance has been activated yet?

Speaker speaker_0: Okay. Uh, what's the name of the agency you work for?

Speaker speaker_1: Uh, Surge.

Speaker speaker_0: And the last four of your social?

Speaker speaker_1: Three, seven, four, seven.

Speaker speaker_0: And, uh, your first and last name?

Speaker speaker_1: Crystal Cameron.

Speaker speaker_0: Okay. Do you mind verifying your address and date of birth?

Speaker speaker_1: Um, March the 2nd, 1991. And 11600 Highway 34, Franklin, Georgia, 30217.

Speaker speaker_0: Is it Georgia Highway 34 or just Highway 34?

Speaker speaker_1: Yes, ma'am. Georgia Highway 34. Sorry.

Speaker speaker_0: That's okay. You're fine. And your date of birth?

Speaker speaker_1: March the 2nd, 1991.

Speaker speaker_0: Phone number 256-307-0181?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: And then email is cpc1749@icloud.com?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay. Um, let's see. It looks like your enrollment is still pending. Um, I know once you enroll, it can take up to two weeks to be processed through payroll. And then coverage will start the following Monday of your first payroll deduction.

Speaker speaker_1: Okay, so it's not active yet?

Speaker speaker_0: No, ma'am.

Speaker speaker_1: All right, thank you.

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

Speaker speaker_1: You too.

Speaker speaker_0: Thank you. Bye-bye.

Speaker speaker_1: Bye.