

Transcript: VICTORIA

Taylor-5883165107240960-5843282980454400

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits by Hartz. This is Victoria. How can I help you? Yes, um, I wanted to call and, um, cancel renewal 'cause I don't want to renew for next year, my benefits. Okay. What's the agency you work for? Uh, MAU. And the last four of your Social? 0887. Okay. And your first and last name? Is John Clamp. C-L-A-M-P, like you clamp down on something. All right. Do you mind verifying your address and date of birth? It's 138 Lifestyle Lane, Anderson, South Carolina 29621. And my date of birth, 10-21-69. Phone number is 864-630-7321? That is correct. Okay. And then email is gonna be first and last name, 1969@gmail.com? Yes, ma'am. Okay. Give me just one second. Yeah. Uh, uh, if I can keep the critical illness and stuff like that, I'd like to, but the health, dental, and vision, um, I don't wanna keep. Okay. Um... Okay, so it looks like you might have to call us back when the actual open enrollment starts, uh, for MAU. It starts on the 23rd of December. Uh, 'cause I asked for it- Oh, it has started. I just figured it was like everywhere else, it was, you had to do it by the 15th. Yeah. Um, I'm not able to cancel the medical, dental or vision until the open enrollment starts. Okay. And- Okay. ... the first day would be on December 23rd. Third, okay. All right, I'll just call back then. Um, like I said, I just, just wanted to make sure that if it was the deadline, like everything else, like the 15th, um, I just wanted to make sure I had that taken care of. Okay. But I'll call back on the 23rd. All right. And then, just to let you know as well, it looks like the open enrollment period will end on the 31st of January. Okay. So, we got a nice small window. Yes, sir. Okay. All righty. I'll just call back, uh, on the 23rd then. All righty. All righty. All right. Thank you so much. Have a great day. You too. 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 by Hartz. This is Victoria. How can I help you?

Speaker speaker_2: Yes, um, I wanted to call and, um, cancel renewal 'cause I don't want to renew for next year, my benefits.

Speaker speaker_1: Okay. What's the agency you work for?

Speaker speaker_2: Uh, MAU.

Speaker speaker_1: And the last four of your Social?

Speaker speaker_2: 0887.

Speaker speaker_1: Okay. And your first and last name?

Speaker speaker_2: Is John Clamp. C-L-A-M-P, like you clamp down on something.

Speaker speaker_1: All right. Do you mind verifying your address and date of birth?

Speaker speaker_2: It's 138 Lifestyle Lane, Anderson, South Carolina 29621. And my date of birth, 10-21-69.

Speaker speaker_1: Phone number is 864-630-7321?

Speaker speaker_2: That is correct.

Speaker speaker_1: Okay. And then email is gonna be first and last name, 1969@gmail.com?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Okay. Give me just one second.

Speaker speaker_2: Yeah. Uh, uh, if I can keep the critical illness and stuff like that, I'd like to, but the health, dental, and vision, um, I don't wanna keep.

Speaker speaker_1: Okay. Um... Okay, so it looks like you might have to call us back when the actual open enrollment starts, uh, for MAU. It starts on the 23rd of December. Uh, 'cause I asked for it-

Speaker speaker_2: Oh, it has started. I just figured it was like everywhere else, it was, you had to do it by the 15th.

Speaker speaker_1: Yeah. Um, I'm not able to cancel the medical, dental or vision until the open enrollment starts.

Speaker speaker_2: Okay.

Speaker speaker_1: And-

Speaker speaker_2: Okay.

Speaker speaker_1: ... the first day would be on December 23rd.

Speaker speaker_2: Third, okay. All right, I'll just call back then. Um, like I said, I just, just wanted to make sure that if it was the deadline, like everything else, like the 15th, um, I just wanted to make sure I had that taken care of.

Speaker speaker_1: Okay.

Speaker speaker_2: But I'll call back on the 23rd.

Speaker speaker_1: All right. And then, just to let you know as well, it looks like the open enrollment period will end on the 31st of January.

Speaker speaker_2: Okay. So, we got a nice small window.

Speaker speaker_1: Yes, sir.

Speaker speaker_2: Okay. All righty. I'll just call back, uh, on the 23rd then.

Speaker speaker_1: All righty. All righty.

Speaker speaker_2: All right. Thank you so much. Have a great day.

Speaker speaker_1: You too. Bye-bye.

Speaker speaker_2: Bye-bye.