

## **Transcript: VICTORIA**

**Taylor-6089322431561728-6686327314890752**

### **Full Transcript**

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? How you doing? Um, I work for Adept HR, um, and they, uh, sent me a message to get enrolled in the card benefits or whatever. I seen they was already taking it out my check. They enrolled me in there. I should be already, uh, enrolled. I'm trying to see if I'm enrolled already. What's the name of the agency you work for? You said, uh, name, name, agent. What else? No, the name of the agency you work through. The staffing agency. Adept HR. Okay. Adept HR. And the last four of your Social? 4249. Your first and last name? Jeremiah Ragland. Okay. Do you mind verifying your address and date of birth? 2717 Westminster Drive, 63033. And your date- And then my date of birth is 12/04/1996. Okay. So it should be 12/04/'96? Yep. Okay. Phone number 314-313-5137? Yep. And then email is dburton@adepthr.com. You said it's what? I have dburton@adepthr.com. Yeah, that's, that's, that's my, uh, manager, uh, email. That's not my email. Okay. What is your email address? I'll update it for you. J-e-r-e-m-i-a-h-r-a-g-l-a-n-d44@gmail.com. Okay. So I do not see that you're enrolled into anything. It looks like, uh, you submitted a, uh, enrollment form on the 13th of December declining coverage. So you were never enrolled. Oh. Okay, thank you. Now... You're welcome. Mm-hmm. Um, I was gonna say, your employer... It looks like your employer is in open enrollment if you want to enroll, uh, up until the 1st of March. Um, but you're not currently enrolled into anything. No, I'm not. Okay. Uh, was there anything else that you might need help with? No, that'll be all. All right. You have a wonderful day. All right. You too. Thank you. Bye-bye.

### **Conversation Format**

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

Speaker speaker\_1: How you doing? Um, I work for Adept HR, um, and they, uh, sent me a message to get enrolled in the card benefits or whatever. I seen they was already taking it out my check. They enrolled me in there. I should be already, uh, enrolled. I'm trying to see if I'm enrolled already.

Speaker speaker\_0: What's the name of the agency you work for?

Speaker speaker\_1: You said, uh, name, name, agent. What else?

Speaker speaker\_0: No, the name of the agency you work through. The staffing agency.

Speaker speaker\_1: Adept HR.

Speaker speaker\_0: Okay.

Speaker speaker\_1: Adept HR.

Speaker speaker\_0: And the last four of your Social?

Speaker speaker\_1: 4249.

Speaker speaker\_0: Your first and last name?

Speaker speaker\_1: Jeremiah Ragland.

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

Speaker speaker\_1: 2717 Westminster Drive, 63033.

Speaker speaker\_0: And your date-

Speaker speaker\_1: And then my date of birth is 12/04/1996.

Speaker speaker\_0: Okay. So it should be 12/04/'96?

Speaker speaker\_1: Yep.

Speaker speaker\_0: Okay. Phone number 314-313-5137?

Speaker speaker\_1: Yep.

Speaker speaker\_0: And then email is dburton@adepthr.com.

Speaker speaker\_1: You said it's what?

Speaker speaker\_0: I have dburton@adepthr.com.

Speaker speaker\_1: Yeah, that's, that's, that's my, uh, manager, uh, email. That's not my email.

Speaker speaker\_0: Okay. What is your email address? I'll update it for you.

Speaker speaker\_1: J-e-r-e-m-i-a-h-r-a-g-l-a-n-d44@gmail.com.

Speaker speaker\_0: Okay. So I do not see that you're enrolled into anything. It looks like, uh, you submitted a, uh, enrollment form on the 13th of December declining coverage. So you were never enrolled.

Speaker speaker\_1: Oh. Okay, thank you.

Speaker speaker\_0: Now... You're welcome.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: Um, I was gonna say, your employer... It looks like your employer is in open enrollment if you want to enroll, uh, up until the 1st of March. Um, but you're not currently enrolled into anything.

Speaker speaker\_1: No, I'm not.

Speaker speaker\_0: Okay. Uh, was there anything else that you might need help with?

Speaker speaker\_1: No, that'll be all.

Speaker speaker\_0: All right. You have a wonderful day.

Speaker speaker\_1: All right. You too.

Speaker speaker\_0: Thank you. Bye-bye.