

## Transcript: VICTORIA

**Taylor-6427294636752896-5192827234467840**

### Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card. This is Vatoria. How can I help you? Um, yes, I'm not sure if I can still sign up for these or if it's, like, too long since my hire date. Uh, but I wanted to add vision insurance for family, weekly deduction. Okay. What's the name of the agency you work for? Uh, ManCan, the Mount Vernon branch. And the last four of your Social? 6167. Okay. And your first and last name? First name is Hannah, H-A-N-N-A-H. Last name Devold, D-E-V-O-L-L-D. All right and... Excuse me, do you mind verifying your address and date of birth? Uh, my address is 73 Columbus Road in Mount Vernon, Ohio, 43050 and date of birth is 5-21-1989. And then phone number 740-507-8268? Correct. And then email is tj6ahye6z@mozmail.com? Yes. Okay. Um, so I don't see that you're currently enrolled into anything. And unfortunately, um, ManCan is not in an open enrollment period- Oh, okay. ... and you're outside of your company's open enro- um, I'm sorry, your personal open enrollment period. Okay. Um, so you would have to wait for the company open enrollment period which looks like typically takes place, um, during April, May timeframe. Okay. I can call back then. All righty. Uh, did you need help with anything else? Nope. I'll do it. Thank you so much. Thank you. 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 on a Card. This is Vatoria. How can I help you?

Speaker speaker\_2: Um, yes, I'm not sure if I can still sign up for these or if it's, like, too long since my hire date. Uh, but I wanted to add vision insurance for family, weekly deduction.

Speaker speaker\_1: Okay. What's the name of the agency you work for?

Speaker speaker\_2: Uh, ManCan, the Mount Vernon branch.

Speaker speaker\_1: And the last four of your Social?

Speaker speaker\_2: 6167.

Speaker speaker\_1: Okay. And your first and last name?

Speaker speaker\_2: First name is Hannah, H-A-N-N-A-H. Last name Devold, D-E-V-O-L-L-D.

Speaker speaker\_1: All right and... Excuse me, do you mind verifying your address and date of birth?

Speaker speaker\_2: Uh, my address is 73 Columbus Road in Mount Vernon, Ohio, 43050 and date of birth is 5-21-1989.

Speaker speaker\_1: And then phone number 740-507-8268?

Speaker speaker\_2: Correct.

Speaker speaker\_1: And then email is tj6ahye6z@mozmail.com?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Okay. Um, so I don't see that you're currently enrolled into anything. And unfortunately, um, ManCan is not in a open enrollment period-

Speaker speaker\_2: Oh, okay.

Speaker speaker\_1: ... and you're outside of your company's open enro- um, I'm sorry, your personal open enrollment period.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Um, so you would have to wait for the company open enrollment period which looks like typically takes place, um, during April, May timeframe.

Speaker speaker\_2: Okay. I can call back then.

Speaker speaker\_1: All righty. Uh, did you need help with anything else?

Speaker speaker\_2: Nope. I'll do it. Thank you so much.

Speaker speaker\_1: Thank you. Bye-bye.

Speaker speaker\_2: Bye.