

## **Transcript: Chris Sofield**

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### **Full Transcript**

Thank you for calling Benefits 200, this is Chris. How can I help you today? Hi. Um, I think that I might have accidentally, uh, signed up for insurance. Like I didn't know that I did, because I got a... I got a insurance card stating that I have insurance during, uh, through Hamilton/Riker, but I never signed up for it, that I knew of. Okay. Okay. Yeah. Let me take a look. So I was wondering if we... Okay. Okay. Um, yeah. So what's the last four of your social? Uh, 6388. And your first and last name? I'm sorry, what? Your first and last name? Monica Hollands. Thank you, Ms. Hollands. Could you verify your address and your date of birth for me? Uh, 401 Tashujey Road, Amory, Mississippi, and January 16th, 2005. Thank you. Phone we have on file looks like s- uh, 662-825-3521. Is that correct? Yes, sir. It is. Okay. Uh, yes, ma'am. It does look like you had filled out an enrollment form selecting the Stay Healthy insurance policy back on November 5th, so you were enrolled based off of that. Were you looking to cancel at this time? Uh, yes sir. I was. Okay. Yeah, we can go ahead and get that done for you. Just please be aware, cancellation does take one to two weeks to fully process. Gotta go back through Hamilton/Riker's payroll teams. During this timeframe, you may still see one or two more deductions providing one or two final weeks of coverage. However, you will not see any more than two at the most. Okay. All right. Anything else? No, that's it. All right. Thanks again for calling and have a wonderful day. You too. All right. Bye now.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits 200, this is Chris. How can I help you today?

Speaker speaker\_1: Hi. Um, I think that I might have accidentally, uh, signed up for insurance. Like I didn't know that I did, because I got a... I got a insurance card stating that I have insurance during, uh, through Hamilton/Riker, but I never signed up for it, that I knew of.

Speaker speaker\_0: Okay. Okay. Yeah. Let me take a look.

Speaker speaker\_1: So I was wondering if we... Okay.

Speaker speaker\_0: Okay. Um, yeah. So what's the last four of your social?

Speaker speaker\_1: Uh, 6388.

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

Speaker speaker\_1: I'm sorry, what?

Speaker speaker\_0: Your first and last name?

Speaker speaker\_1: Monica Hollands.

Speaker speaker\_0: Thank you, Ms. Hollands. Could you verify your address and your date of birth for me?

Speaker speaker\_1: Uh, 401 Tashujey Road, Amory, Mississippi, and January 16th, 2005.

Speaker speaker\_0: Thank you. Phone we have on file looks like s- uh, 662-825-3521. Is that correct?

Speaker speaker\_1: Yes, sir. It is.

Speaker speaker\_0: Okay. Uh, yes, ma'am. It does look like you had filled out an enrollment form selecting the Stay Healthy insurance policy back on November 5th, so you were enrolled based off of that. Were you looking to cancel at this time?

Speaker speaker\_1: Uh, yes sir. I was.

Speaker speaker\_0: Okay. Yeah, we can go ahead and get that done for you. Just please be aware, cancellation does take one to two weeks to fully process. Gotta go back through Hamilton/Riker's payroll teams. During this timeframe, you may still see one or two more deductions providing one or two final weeks of coverage. However, you will not see any more than two at the most.

Speaker speaker\_1: Okay.

Speaker speaker\_0: All right. Anything else?

Speaker speaker\_1: No, that's it.

Speaker speaker\_0: All right. Thanks again for calling and have a wonderful day.

Speaker speaker\_1: You too.

Speaker speaker\_0: All right. Bye now.