

## **Transcript: Estefania**

**Acevedo-6222261105770496-5972820461404160**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance reasons. Hey, good afternoon. I'm calling from Benefits in a Card on behalf of Add Up HR. I'm looking to speak with Mr. Christopher. Speaking. Hey, good afternoon. We're currently processing enrollment forms, and you still wanted to enroll into some healthcare benefits with your spouse. However, we never received the spouse information, um, so I was actually calling to see if you still wanted to add her under these plans, or if you wanted to change the plans to employee only. Um, I was also trying to ask you if I could verify your address, because when we received your enrollment form, um, it was kind of hard looking at the address provided. I'm not sure if it, if the sheet got wet or something. Um, but I believe it says 7536 NSY Avenue, Oakland, California 64605. Is that correct? No, but I, I'm probably just not gonna go with it 'cause I don't think I'm gonna continue with the job. Oh, okay. So, would you like me to decline the coverage then? Yes, please. Thank you. Okay, I can do that. And then, um, do you want me to update the address or do you want me to leave it how it is since you're declining? But I just want to check with you first. Um, it's 7636- Oh, I'm sorry. You said 786? 7636. Mm-hmm. May Ave, apartment number three. Is it May- N-E-Y. N-E-Y. Mm-hmm. ... Avenue, apartment three. Mm-hmm. Oakland, California? Yes. Is it 94605? Yes. And then I have, um, your name. Chris, is it Y-O-A-K-U-R-N? Yeah. U-M? Y-O-A-K-U-M. Okay. And then the letter thir- I mean, the number 13@gmail.com? Yes. Okay. All right. I went ahead and declined that coverage then, so. All right, thank you. You shouldn't be getting any deductions. You're welcome. Have a nice day, sir. You too.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance reasons.

Speaker speaker\_1: Hey, good afternoon. I'm calling from Benefits in a Card on behalf of Add Up HR. I'm looking to speak with Mr. Christopher.

Speaker speaker\_2: Speaking.

Speaker speaker\_1: Hey, good afternoon. We're currently processing enrollment forms, and you still wanted to enroll into some healthcare benefits with your spouse. However, we never received the spouse information, um, so I was actually calling to see if you still wanted to add her under these plans, or if you wanted to change the plans to employee only. Um, I was also trying to ask you if I could verify your address, because when we received your enrollment form, um, it was kind of hard looking at the address provided. I'm not sure if it, if the sheet got

wet or something. Um, but I believe it says 7536 NSY Avenue, Oakland, California 64605. Is that correct?

Speaker speaker\_2: No, but I, I'm probably just not gonna go with it 'cause I don't think I'm gonna continue with the job.

Speaker speaker\_1: Oh, okay. So, would you like me to decline the coverage then?

Speaker speaker\_2: Yes, please. Thank you.

Speaker speaker\_1: Okay, I can do that. And then, um, do you want me to update the address or do you want me to leave it how it is since you're declining? But I just want to check with you first.

Speaker speaker\_2: Um, it's 7636-

Speaker speaker\_1: Oh, I'm sorry. You said 786?

Speaker speaker\_2: 7636.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_2: May Ave, apartment number three.

Speaker speaker\_1: Is it May-

Speaker speaker\_2: N-E-Y.

Speaker speaker\_1: N-E-Y. Mm-hmm.

Speaker speaker\_2: ... Avenue, apartment three.

Speaker speaker\_1: Mm-hmm. Oakland, California?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Is it 94605?

Speaker speaker\_2: Yes.

Speaker speaker\_1: And then I have, um, your name. Chris, is it Y-O-A-K-U-R-N?

Speaker speaker\_2: Yeah.

Speaker speaker\_1: U-M?

Speaker speaker\_2: Y-O-A-K-U-M.

Speaker speaker\_1: Okay. And then the letter thir- I mean, the number 13@gmail.com?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Okay. All right. I went ahead and declined that coverage then, so.

Speaker speaker\_2: All right, thank you.

Speaker speaker\_1: You shouldn't be getting any deductions. You're welcome. Have a nice day, sir.

Speaker speaker\_2: You too.