

Transcript: Estefania

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Full Transcript

Thank you for calling Benefits in a Card. My name's Stephanie. How can I assist you? Hey, this is, uh, Jaylen Farrington calling to get... to do my benefits. Okay. Um, what staff and agency do you work for? MAU. And then what are the last four of your social? 7214. And your first and last name? Jaylen Farrington. For security purposes, could you verify your address in database? Okay. Uh, 6114 SC Highway 34, uh, 6-20-2002. 803-673-8247 is your phone number? Yes. And then I have your first name period last name 2014 @gmail.com. Is that up to date? Yes. Were you trying to make any changes to your, um, current enrollment? You already have active coverage. It looks like you- Uh, I wanted to keep it the same. Okay. It just rolls over. So you have the preventative plan, the group accident, dental, term life and vision. Okay. Okay. Um, were you just checking to see? Yeah. I didn't know if it was gonna roll over or just go away, so I had to make sure. Okay. Yeah, that's fine. Yeah, it, it does roll over. Oh, okay. Thank you. You're welcome. All right. Bye. Have a good day. Thank you. You too.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Card. My name's Stephanie. How can I assist you?

Speaker speaker_1: Hey, this is, uh, Jaylen Farrington calling to get... to do my benefits.

Speaker speaker_0: Okay. Um, what staff and agency do you work for?

Speaker speaker_1: MAU.

Speaker speaker_0: And then what are the last four of your social?

Speaker speaker_1: 7214.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: Jaylen Farrington.

Speaker speaker_0: For security purposes, could you verify your address in database?

Speaker speaker_1: Okay. Uh, 6114 SC Highway 34, uh, 6-20-2002.

Speaker speaker_0: 803-673-8247 is your phone number?

Speaker speaker_1: Yes.

Speaker speaker_0: And then I have your first name period last name 2014 @gmail.com. Is that up to date?

Speaker speaker_1: Yes.

Speaker speaker_0: Were you trying to make any changes to your, um, current enrollment? You already have active coverage. It looks like you-

Speaker speaker_1: Uh, I wanted to keep it the same.

Speaker speaker_0: Okay. It just rolls over. So you have the preventative plan, the group accident, dental, term life and vision.

Speaker speaker_1: Okay.

Speaker speaker_0: Okay. Um, were you just checking to see?

Speaker speaker_1: Yeah. I didn't know if it was gonna roll over or just go away, so I had to make sure.

Speaker speaker_0: Okay. Yeah, that's fine. Yeah, it, it does roll over.

Speaker speaker_1: Oh, okay. Thank you.

Speaker speaker_0: You're welcome.

Speaker speaker_1: All right. Bye. Have a good day.

Speaker speaker_0: Thank you. You too.