

## **Transcript: Pamela**

**Blanc-5035432783429632-5806321481334784**

### **Full Transcript**

Thank you for calling Benefits in a Crisis. ... speaking, how may I help you? Hey, my name's Joseph Berry. Um, this is my open enrollment call. Sir, can you speak... I could barely hear you. Sorry. Go ahead. My name's Joseph Berry. I'm calling about open enrollment this month. Okay. And who do you work for? I work for MAU. And the last four digits of your social? 5468. 5468. Can you say your last name first? First and last name is? Joseph Berry. Mr. Berry, for security purposes to make sure you are in the correct file, I need to verify your complete address and date of birth. Okay. Um, address is 1639 Kilgore Bridge Road. Date of birth is December 8th, 1995. All right. We have a telephone number on file, 864-735-3341. That's correct. And Joseph8berryErie@gmail.com is your email? B-e-r-r-y at gmail.com, yeah. Number 8, E-R-R-I. And what would you like to do with your enrollment, sir? Okay, so I need to cancel my enrollment with VIC. Okay. You want to cancel all the plans? Yes. All right. Okay, um, the cancellation process does take one to two weeks, so again, just a brief process. Okay. We'll go ahead and pro- um, send the information to MAU, and then they will finish the process. Okay. Is there anything else that you need besides that, sir? Nope. All right, thank you for giving us a call. Okay. Have a great rest of the day. Thanks. You too. Bye.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits in a Crisis. ... speaking, how may I help you?

Speaker speaker\_1: Hey, my name's Joseph Berry. Um, this is my open enrollment call.

Speaker speaker\_0: Sir, can you speak... I could barely hear you.

Speaker speaker\_1: Sorry.

Speaker speaker\_0: Go ahead.

Speaker speaker\_1: My name's Joseph Berry. I'm calling about open enrollment this month.

Speaker speaker\_0: Okay. And who do you work for?

Speaker speaker\_1: I work for MAU.

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

Speaker speaker\_1: 5468.

Speaker speaker\_0: 5468. Can you say your last name first? First and last name is?

Speaker speaker\_1: Joseph Berry.

Speaker speaker\_0: Mr. Berry, for security purposes to make sure you are in the correct file, I need to verify your complete address and date of birth.

Speaker speaker\_1: Okay. Um, address is 1639 Kilgore Bridge Road. Date of birth is December 8th, 1995.

Speaker speaker\_0: All right. We have a telephone number on file, 864-735-3341.

Speaker speaker\_1: That's correct.

Speaker speaker\_0: And Joseph8berryErie@gmail.com is your email?

Speaker speaker\_1: B-e-r-r-y at gmail.com, yeah. Number 8, E-R-R-I.

Speaker speaker\_0: And what would you like to do with your enrollment, sir?

Speaker speaker\_1: Okay, so I need to cancel my enrollment with VIC.

Speaker speaker\_0: Okay. You want to cancel all the plans?

Speaker speaker\_1: Yes.

Speaker speaker\_0: All right. Okay, um, the cancellation process does take one to two weeks, so again, just a brief process.

Speaker speaker\_1: Okay.

Speaker speaker\_0: We'll go ahead and pro- um, send the information to MAU, and then they will finish the process.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Is there anything else that you need besides that, sir?

Speaker speaker\_1: Nope.

Speaker speaker\_0: All right, thank you for giving us a call.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Have a great rest of the day.

Speaker speaker\_1: Thanks. You too. Bye.