

Transcript: Pamela

Blanc-6746353385914368-4674478342193152

Full Transcript

Thank you for calling Benefits ... How may I help you? Uh, hi. I need to, like, make sure I'm enrolled with your insurance. Um, my employer is MAU. Okay. And, and what's your f- uh, the last four digits of your Social? It would be 3849. And your first and last name? Uh, first name is Matthew, and last name is Duffin. Okay. Dustin, for security purposes and just to make sure we are in the correct file, I need to verify your complete address and date of birth. Okay. Um, date of birth is September 8th, 1999, and the address should be 106 Caldwell Street, Newberry, South Carolina. Okay. We have a phone number on file, 815-590-2707, and your email is matthew.duffin, your last name, @99@gmail.com. Yeah, that's correct. So, you are enrolled. Um, unless you want to make changes, um, or cancel, everything will stay the same. Oh, okay. It just, it just goes... rolls over and stays the same, then? Yes, sir. Okay. All right. Anything else I can do for you? Uh, no, that's it. All right, thank you for giving us a call today. Have a great rest of the day. All right. Thank you so much. Thank you. Mm-hmm. Bye. Bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits ... How may I help you?

Speaker speaker_1: Uh, hi. I need to, like, make sure I'm enrolled with your insurance. Um, my employer is MAU.

Speaker speaker_0: Okay. And, and what's your f- uh, the last four digits of your Social?

Speaker speaker_1: It would be 3849.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: Uh, first name is Matthew, and last name is Duffin.

Speaker speaker_0: Okay. Dustin, for security purposes and just to make sure we are in the correct file, I need to verify your complete address and date of birth.

Speaker speaker_1: Okay. Um, date of birth is September 8th, 1999, and the address should be 106 Caldwell Street, Newberry, South Carolina.

Speaker speaker_0: Okay. We have a phone number on file, 815-590-2707, and your email is matthew.duffin, your last name, @99@gmail.com.

Speaker speaker_1: Yeah, that's correct.

Speaker speaker_0: So, you are enrolled. Um, unless you want to make changes, um, or cancel, everything will stay the same.

Speaker speaker_1: Oh, okay. It just, it just goes... rolls over and stays the same, then?

Speaker speaker_0: Yes, sir.

Speaker speaker_1: Okay.

Speaker speaker_0: All right. Anything else I can do for you?

Speaker speaker_1: Uh, no, that's it.

Speaker speaker_0: All right, thank you for giving us a call today. Have a great rest of the day.

Speaker speaker_1: All right. Thank you so much.

Speaker speaker_0: Thank you.

Speaker speaker_1: Mm-hmm. Bye.

Speaker speaker_0: Bye.