

Transcript: Pearl

Rojas-5727169687797760-6048091959410688

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hi. Hello? Hi, this is Pearl and Hello? Hi. Thank you for calling. Oh, yeah. I can't hear you. I think your... the line is scrambling a little. I don't know why. Um, um, my name is Marie, but I work for HCC. I'm calling about my benefits. Okay. Yeah. I was supposed to call at the beginning of this month. And what are your needs? This is what I'm qualified for. Huh? Okay. And what are the last four digits of your Social? 2973. All righty. And if you can verify your address and date of birth. Address is 10701 Northeast 25th Place, Vancouver, Washington. Date of birth is 01/05/94. Okay. And I'm sorry, what is the city and state? Vancouver, Washington. Okay. And I have your phone number as 720-216-7825? Yes, please. Let's see. Um, let's take a look here. Okay, so for ATC, um, mm-hmm, mm-hmm, ATC's open enrollment... So ATC's open enrollment starts the 9th of this month. I can send you a copy of the benefit guide. That way you can see what plans are offered, but you won't be able until the 9th. Okay. Please, go ahead and send it to my email if you can. Okay. And I have you email as J-I-L-O-B-A-H@... gmail.com? Yes, please. All righty. And do you have any other questions for me? No. Thank you very much. I appreciate it. All right. ...

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes. Hi.

Speaker speaker_1: Hello?

Speaker speaker_0: Hi, this is Pearl and

Speaker speaker_1: Hello?

Speaker speaker_0: Hi. Thank you for calling.

Speaker speaker_1: Oh, yeah. I can't hear you. I think your... the line is scrambling a little. I don't know why. Um, um, my name is Marie, but I work for HCC. I'm calling about my benefits.

Speaker speaker_0: Okay.

Speaker speaker_1: Yeah. I was supposed to call at the beginning of this month.

Speaker speaker_0: And what are your needs?

Speaker speaker_1: This is what I'm qualified for. Huh?

Speaker speaker_0: Okay. And what are the last four digits of your Social?

Speaker speaker_1: 2973.

Speaker speaker_0: All righty. And if you can verify your address and date of birth.

Speaker speaker_1: Address is 10701 Northeast 25th Place, Vancouver, Washington. Date of birth is 01/05/94.

Speaker speaker_0: Okay. And I'm sorry, what is the city and state?

Speaker speaker_1: Vancouver, Washington.

Speaker speaker_0: Okay. And I have your phone number as 720-216-7825?

Speaker speaker_1: Yes, please.

Speaker speaker_0: Let's see. Um, let's take a look here. Okay, so for ATC, um, mm-hmm, mm-hmm, ATC's open enrollment... So ATC's open enrollment starts the 9th of this month. I can send you a copy of the benefit guide. That way you can see what plans are offered, but you won't be able until the 9th.

Speaker speaker_1: Okay. Please, go ahead and send it to my email if you can.

Speaker speaker_0: Okay. And I have you email as J-I-L-O-B-A-H@... gmail.com?

Speaker speaker_1: Yes, please.

Speaker speaker_0: All righty. And do you have any other questions for me?

Speaker speaker_1: No. Thank you very much. I appreciate it.

Speaker speaker_0: All right. ...