

Transcript: VICTORIA

Taylor-4518980538548224-5379060221820928

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on Accard. This is Victoria. How can I help you? Um, yes, I'm trying to, uh, do open enrollment. Okay. Uh, what's the name of the agency you work for? Morales Group. And the last four of your Social? 5707. And, uh, your first and last name? Sharon Irwin, I-R-W-I-N. Do you mind verifying your address and date of birth? 824 West Linden, Logans- West Linden Avenue, Logansport, Indiana, 46947. And July 11th, 1988, so. Okay. Um, it looks like I have a different address on file. I have, um, 1610 Sneed Street. Yeah, that's my old address. Okay. And what is the current address again? 824 West Linden Avenue. How do you spell that? L-I-N-D-E-N. Okay. And that's still in Logansport? Correct. 46947? Correct. Okay. Phone number 574-702-9556? Yes. And then email is mamazlopez@gmail.com? Um, I would actually like to update that... Okay. ... to my first and last name, sharonirwin711@gmail.com. Okay. Give me one second. Okay. So I don't see that they're in open enrollment just yet. It looks like the first day for open enrollment is gonna be on the 23rd of December. Oh. I thought he said the 20th of November 'cause I had called in once before and I thought he said November 20th. So- Yeah. It looks like the first day is gonna be December 25th and then last day would be the 31st of January. Oh, okay. Yes, ma'am. All righty. Thank you. You're welcome. You have a wonderful day. You too. Bye-bye.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits on Accard. This is Victoria. How can I help you?

Speaker speaker_2: Um, yes, I'm trying to, uh, do open enrollment.

Speaker speaker_1: Okay. Uh, what's the name of the agency you work for?

Speaker speaker_2: Morales Group.

Speaker speaker_1: And the last four of your Social?

Speaker speaker_2: 5707.

Speaker speaker_1: And, uh, your first and last name?

Speaker speaker_2: Sharon Irwin, I-R-W-I-N.

Speaker speaker_1: Do you mind verifying your address and date of birth?

Speaker speaker_2: 824 West Linden, Logans- West Linden Avenue, Logansport, Indiana, 46947. And July 11th, 1988, so.

Speaker speaker_1: Okay. Um, it looks like I have a different address on file. I have, um, 1610 Sneed Street.

Speaker speaker_2: Yeah, that's my old address.

Speaker speaker_1: Okay. And what is the current address again?

Speaker speaker_2: 824 West Linden Avenue.

Speaker speaker_1: How do you spell that?

Speaker speaker_2: L-I-N-D-E-N.

Speaker speaker_1: Okay. And that's still in Logansport?

Speaker speaker_2: Correct.

Speaker speaker_1: 46947?

Speaker speaker_2: Correct.

Speaker speaker_1: Okay. Phone number 574-702-9556?

Speaker speaker_2: Yes.

Speaker speaker_1: And then email is mamazlopez@gmail.com?

Speaker speaker_2: Um, I would actually like to update that...

Speaker speaker_1: Okay.

Speaker speaker_2: ... to my first and last name, sharonirwin711@gmail.com.

Speaker speaker_1: Okay. Give me one second. Okay. So I don't see that they're in open enrollment just yet. It looks like the first day for open enrollment is gonna be on the 23rd of December.

Speaker speaker_2: Oh. I thought he said the 20th of November 'cause I had called in once before and I thought he said November 20th. So-

Speaker speaker_1: Yeah. It looks like the first day is gonna be December 25th and then last day would be the 31st of January.

Speaker speaker_2: Oh, okay.

Speaker speaker_1: Yes, ma'am.

Speaker speaker_2: All righty. Thank you.

Speaker speaker_1: You're welcome. You have a wonderful day.

Speaker speaker_2: You too. Bye-bye.