

## **Transcript: VICTORIA**

**Taylor-4726205485989888-5032422896877568**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits by Harg. This is Victoria. How can I help you? My name's Rozeta Bafford and I just received a text about enrolling, and when I tried to enroll, it didn't save my demographic, so I wasn't able to move forward. Okay. Um, what's the name of the agency you work for? Ground Services. And the last four of your Social? 7250. Gotcha. And your first and last name? Rozeta, R-O-Z-E-T-A. Bafford, B-A-F-F-O-R-D. Okay. Uh, do you mind verifying your address and date of birth? 3870 Apartment A, Jockey Drive, Clarksville, Tennessee, and, um, date of birth is 6/27. Okay. Would your last name be Robinson? Yes. Okay. Does that need to be updated? Uh, yes, it does. And you said it was, uh, Bafford? Mm-hmm. B-A-F-F-O-R-D. Okay. Give me one second. The first name is R-O-Z-E-T-A? Mm-hmm. Okay. Now, I do have a different address as well. I have 1848 Greenville Road. Does that need to be updated? Yes, I moved. Yes, I've moved. Okay. What is your current address again? 3870 Apartment A, Jockey, J-O-C-K-E-Y, Drive, Clarksville, Tennessee. Okay, so it should be 3870 J-O-C-K-E-Y Drive, Apartment A? Mm-hmm. Mm-hmm. Okay. And then, uh... And it's in Clarksville, Tennessee? Yes. 37042. I'm gonna need... 042. Okay, so 37042? Mm-hmm. Okay. Phone number 270-985-5838? Yes, ma'am. All right, and email address is gonna be first name 136 at gmail.com? Correct. Okay. Give me just one second. Okay. And you're wanting to get enrolled? Yes, ma'am. What plans were you thinking? Um, I didn't, I never got chance to see the plans. I got- Okay. ... I got the address for you. Um, so I can actually email you a copy of the benefits guide, which will go over like- Mm-hmm. ... all the different plans, what they cover and how much they cost. Yeah. If you wanna look over that? And then once you make a- I do. Okay. Once you make a decision, you can just call us back to enroll. Um, it looks like the open enrollment will end on Friday, the 3rd. Okay. So as long as you call us on or before Friday, we can get you enrolled. Okay, I'll call you back as soon as I get through overlooking it. All right. I will go ahead and send that to your email and you have a wonderful day. Mm-hmm. Same to you. Thank you. Thank you. 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 by Harg. This is Victoria. How can I help you?

Speaker speaker\_2: My name's Rozeta Bafford and I just received a text about enrolling, and when I tried to enroll, it didn't save my demographic, so I wasn't able to move forward.

Speaker speaker\_1: Okay. Um, what's the name of the agency you work for?

Speaker speaker\_2: Ground Services.

Speaker speaker\_1: And the last four of your Social?

Speaker speaker\_2: 7250.

Speaker speaker\_1: Gotcha. And your first and last name?

Speaker speaker\_2: Rozeta, R-O-Z-E-T-A. Bafford, B-A-F-F-O-R-D.

Speaker speaker\_1: Okay. Uh, do you mind verifying your address and date of birth?

Speaker speaker\_2: 3870 Apartment A, Jockey Drive, Clarksville, Tennessee, and, um, date of birth is 6/27.

Speaker speaker\_1: Okay. Would your last name be Robinson?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Okay. Does that need to be updated?

Speaker speaker\_2: Uh, yes, it does.

Speaker speaker\_1: And you said it was, uh, Bafford?

Speaker speaker\_2: Mm-hmm. B-A-F-F-O-R-D.

Speaker speaker\_1: Okay. Give me one second. The first name is R-O-Z-E-T-A?

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: Okay. Now, I do have a different address as well. I have 1848 Greenville Road. Does that need to be updated?

Speaker speaker\_2: Yes, I moved. Yes, I've moved.

Speaker speaker\_1: Okay. What is your current address again?

Speaker speaker\_2: 3870 Apartment A, Jockey, J-O-C-K-E-Y, Drive, Clarksville, Tennessee.

Speaker speaker\_1: Okay, so it should be 3870 J-O-C-K-E-Y Drive, Apartment A?

Speaker speaker\_2: Mm-hmm. Mm-hmm.

Speaker speaker\_1: Okay. And then, uh... And it's in Clarksville, Tennessee?

Speaker speaker\_2: Yes. 37042.

Speaker speaker\_1: I'm gonna need... 042. Okay, so 37042?

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: Okay. Phone number 270-985-5838?

Speaker speaker\_2: Yes, ma'am.

Speaker speaker\_1: All right, and email address is gonna be first name 136 at gmail.com?

Speaker speaker\_2: Correct.

Speaker speaker\_1: Okay. Give me just one second. Okay. And you're wanting to get enrolled?

Speaker speaker\_2: Yes, ma'am.

Speaker speaker\_1: What plans were you thinking?

Speaker speaker\_2: Um, I didn't, I never got chance to see the plans. I got-

Speaker speaker\_1: Okay.

Speaker speaker\_2: ... I got the address for you.

Speaker speaker\_1: Um, so I can actually email you a copy of the benefits guide, which will go over like-

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: ... all the different plans, what they cover and how much they cost.

Speaker speaker\_2: Yeah.

Speaker speaker\_1: If you wanna look over that? And then once you make a-

Speaker speaker\_2: I do.

Speaker speaker\_1: Okay. Once you make a decision, you can just call us back to enroll. Um, it looks like the open enrollment will end on Friday, the 3rd.

Speaker speaker\_2: Okay.

Speaker speaker\_1: So as long as you call us on or before Friday, we can get you enrolled.

Speaker speaker\_2: Okay, I'll call you back as soon as I get through overlooking it.

Speaker speaker\_1: All right. I will go ahead and send that to your email and you have a wonderful day.

Speaker speaker\_2: Mm-hmm. Same to you. Thank you.

Speaker speaker\_1: Thank you. Bye-bye.