

Transcript: VICTORIA

Taylor-5446842445512704-4899690539433984

Full Transcript

Thank you for calling Benefits in a Cart. This is Victoria. How can I help you? Yeah, hello. How you doing? Good. How are you? Is this... Is this is the medical insurance? Yes, this is for medical insurance if you work there, like a staffing or a temp agency. Yeah, I work, uh, for Surge. Okay. Yeah. Uh, And last four of your social? It's like, uh, 3270. And your first and last name? Mody Magha. Do you mind spelling your first and last name? Mody Magha. Can you spell it? Yeah. M-O-D-Y M-A-G-H-A. M-A-G-H-A? Yeah. My last name. Are you... Okay. Are you a new hire with them? Uh, no. I'm new employee. Okay. So you haven't received your first paycheck yet, then? Uh, no. No. Okay. Yeah, I don't have a file for you in the system just yet because of that. Are you wanting to enroll into the benefits or are you wanting to opt out? Yeah, I want to cancel this insurance. I'm sorry, are you wanting to enroll or are you wanting to opt out? I want to cancel it. Cancel it? Yeah. Okay. I will need to make a file for you in my system. Give me just one second. Okay. So first name is spelled M-O-D-Y. Mm-hmm. And then last name is M-A-G-H-A. Yeah. What is your full social? You mean the last four or the full? No, the full social. Hm. Give me a second. Okay, I've got it. 854... You got it? 854, yes, sir. 67 3270. 854-67-3270? Yeah. Your date of birth? Hmm. 18/09/1997. All right. And phone number is the same phone number you're calling from? Yeah. 347-319-5503. And your full mailing address? Hmm? Your mailing address? Uh, 26... Okay, 26... 61 Thomasville. What's the name of the street? Uh, Thomasville Court. Thomas Hill Court? Yeah, Thomasville, Thomasville. Thomas Ville? T-H-O-M-A-S V-I-L-L-E. Thomasville and Court. Course? Yeah. Do you mean Court? Yeah. The city, state and zip code? 45 238. What is the city and the state, sir? Cincinnati. Cincinnati... What's the state? Ohio. All right. Do you have a good, uh, email address as well? Hmm? An email address. Yeah, my email, like, Mody and stuff on... I spell it? Yes, if you'll spell it please. M-O-D-Y...M-O-U-S-T-A-P-H-A@... gmail.com. M as in Mary, O-D-Y-M-O-U-S-T-A-E-H-A@Gmail.com? No. Uh, uh, M-O-U-S-T-A-P-H-A. Yes, sir. That is what I have. Stop. I have M-O-D-Y-M-O-U-S-T-A-E-H-A. A-P-H-A. It's a P. You spell-P as in Peter? Yeah, P, yeah. So M-O-D-Y-M-O-U-S-T-A-P-H-A@Gmail.com? Yeah. Okay. Give me just a few seconds. All righty. I created your file and I'm declining coverage now so you are good to go from here. Okay. Thank you. You're welcome. Do you need help with anything else? No, I'm good right now. Okay. Have a wonderful day. Okay. You too. Thank you. Thank you. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Cart. This is Victoria. How can I help you?

Speaker speaker_1: Yeah, hello. How you doing?

Speaker speaker_0: Good. How are you?

Speaker speaker_1: Is this... Is this is the medical insurance?

Speaker speaker_0: Yes, this is for medical insurance if you work there, like a staffing or a temp agency.

Speaker speaker_1: Yeah, I work, uh, for Surge.

Speaker speaker_0: Okay.

Speaker speaker_1: Yeah.

Speaker speaker_0: Uh, And last four of your social?

Speaker speaker_1: It's like, uh, 3270.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: Mody Magha.

Speaker speaker_0: Do you mind spelling your first and last name?

Speaker speaker_1: Mody Magha.

Speaker speaker_0: Can you spell it?

Speaker speaker_1: Yeah. M-O-D-Y M-A-G-H-A.

Speaker speaker_0: M-A-G-H-A?

Speaker speaker_1: Yeah. My last name.

Speaker speaker_0: Are you... Okay. Are you a new hire with them?

Speaker speaker_1: Uh, no. I'm new employee.

Speaker speaker_0: Okay. So you haven't received your first paycheck yet, then?

Speaker speaker_1: Uh, no. No.

Speaker speaker_0: Okay. Yeah, I don't have a file for you in the system just yet because of that. Are you wanting to enroll into the benefits or are you wanting to opt out?

Speaker speaker_1: Yeah, I want to cancel this insurance. I'm sorry, are you wanting to enroll or are you wanting to opt out? I want to cancel it. Cancel it? Yeah.

Speaker speaker_0: Okay. I will need to make a file for you in my system. Give me just one second.

Speaker speaker_1: Okay.

Speaker speaker_0: So first name is spelled M-O-D-Y.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: And then last name is M-A-G-H-A.

Speaker speaker_1: Yeah.

Speaker speaker_0: What is your full social?

Speaker speaker_1: You mean the last four or the full?

Speaker speaker_0: No, the full social.

Speaker speaker_1: Hm. Give me a second. Okay, I've got it. 854... You got it?

Speaker speaker_0: 854, yes, sir.

Speaker speaker_1: 67 3270.

Speaker speaker_0: 854-67-3270?

Speaker speaker_1: Yeah.

Speaker speaker_0: Your date of birth?

Speaker speaker_1: Hmm. 18/09/1997.

Speaker speaker_0: All right. And phone number is the same phone number you're calling from?

Speaker speaker_1: Yeah. 347-319-5503.

Speaker speaker_0: And your full mailing address?

Speaker speaker_1: Hmm?

Speaker speaker_0: Your mailing address?

Speaker speaker_1: Uh, 26...

Speaker speaker_0: Okay, 26...

Speaker speaker_1: 61 Thomasville.

Speaker speaker_0: What's the name of the street?

Speaker speaker_1: Uh, Thomasville Court.

Speaker speaker_0: Thomas Hill Court?

Speaker speaker_1: Yeah, Thomasville, Thomasville.

Speaker speaker_0: Thomas Ville?

Speaker speaker_1: T-H-O-M-A-S V-I-L-L-E. Thomasville and Court.

Speaker speaker_0: Course?

Speaker speaker_1: Yeah.

Speaker speaker_0: Do you mean Court?

Speaker speaker_1: Yeah.

Speaker speaker_0: The city, state and zip code?

Speaker speaker_1: 45 238.

Speaker speaker_0: What is the city and the state, sir?

Speaker speaker_1: Cincinnati.

Speaker speaker_0: Cincinnati... What's the state?

Speaker speaker_1: Ohio.

Speaker speaker_0: All right. Do you have a good, uh, email address as well?

Speaker speaker_1: Hmm?

Speaker speaker_0: An email address.

Speaker speaker_1: Yeah, my email, like, Mody and stuff on... I spell it?

Speaker speaker_0: Yes, if you'll spell it please.

Speaker speaker_1: M-O-D-Y...

Speaker speaker_2: M-O-U-S-T-A-P-H-A@... gmail.com.

Speaker speaker_0: M as in Mary, O-D-Y-M-O-U-S-T-A-E-H-A@Gmail.com?

Speaker speaker_2: No. Uh, uh, M-O-U-S-T-A-P-H-A.

Speaker speaker_0: Yes, sir. That is what I have.

Speaker speaker_2: Stop.

Speaker speaker_0: I have M-O-D-Y-M-O-U-S-T-A-E-H-A.

Speaker speaker_2: A-P-H-A. It's a P. You spell-

Speaker speaker_0: P as in Peter?

Speaker speaker_2: Yeah, P, yeah.

Speaker speaker_0: So M-O-D-Y-M-O-U-S-T-A-P-H-A@Gmail.com?

Speaker speaker_2: Yeah.

Speaker speaker_0: Okay. Give me just a few seconds. All righty. I created your file and I'm declining coverage now so you are good to go from here.

Speaker speaker_2: Okay. Thank you.

Speaker speaker_0: You're welcome. Do you need help with anything else?

Speaker speaker_2: No, I'm good right now.

Speaker speaker_0: Okay. Have a wonderful day.

Speaker speaker_2: Okay. You too. Thank you.

Speaker speaker_0: Thank you. Bye-bye.