

Transcript: VICTORIA

Taylor-5591531594498048-6377359883157504

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Uh, this is Cornelius McBride. Uh, I was... I got a text this morning about I need to re-enroll in my insurance. Okay. What's the name of the agency you work for? Uh, MAU. And the last four of your social? 5159. And your first and last name? Cornelius McBride. Okay. Uh, do you mind verifying your address and date of birth? 1044 Hancock Mill Lane, Helterboro, Georgia 30815. Birthdate is 9/15/82. Phone number is 706-466-2656. Yes, ma'am. And then email is McBride793@yahoo.com. Yes, ma'am. Okay. So are you wanting to make changes to your current enrollment? No, ma'am. I want to keep the same. Okay. Yeah, it automatically rolls over into the new year as long as the plans are still being offered. So really the open enrollment is just if you're wanting to make changes to your enrollment. Okay. So I don't have to do anything? No, sir. It'll automatically roll over. Okay. All right. Thank you. You're welcome. Have a good 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 a Card. This is Victoria. How can I help you?

Speaker speaker_2: Uh, this is Cornelius McBride. Uh, I was... I got a text this morning about I need to re-enroll in my insurance.

Speaker speaker_1: Okay. What's the name of the agency you work for?

Speaker speaker_2: Uh, MAU.

Speaker speaker_1: And the last four of your social?

Speaker speaker_2: 5159.

Speaker speaker_1: And your first and last name?

Speaker speaker_2: Cornelius McBride.

Speaker speaker_1: Okay. Uh, do you mind verifying your address and date of birth?

Speaker speaker_2: 1044 Hancock Mill Lane, Helterboro, Georgia 30815. Birthdate is 9/15/82.

Speaker speaker_1: Phone number is 706-466-2656.

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: And then email is McBride793@yahoo.com.

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Okay. So are you wanting to make changes to your current enrollment?

Speaker speaker_2: No, ma'am. I want to keep the same.

Speaker speaker_1: Okay. Yeah, it automatically rolls over into the new year as long as the plans are still being offered. So really the open enrollment is just if you're wanting to make changes to your enrollment.

Speaker speaker_2: Okay. So I don't have to do anything?

Speaker speaker_1: No, sir. It'll automatically roll over.

Speaker speaker_2: Okay. All right. Thank you.

Speaker speaker_1: You're welcome. Have a good day.

Speaker speaker_2: You too.

Speaker speaker_1: Bye-bye.