

Transcript: VICTORIA

Taylor-5656644790829056-5292904950054912

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, yes, ma'am. I just need to sign up for the benefits through NANCAM. Okay. Uh, what is the last four of your Social? 8612. Your first and last name? Heather . Okay. Uh, do you mind verifying your address and date of birth? Uh, it's gonna be 1424 Oak Street, Dover, Ohio 44622. And the birthday is 11/19/1985. Phone number is 330-323-7552? Correct. Email is chasehoffman15@gmail.com? Yes. Okay. Um, let's see. Okay. So I'm not seeing that you're eligible at this time to enroll. It looks like your, um, personal open enrollment period ended on the 29th of December. Oh, darn. Okay. Thank you. You're welcome. Have a good day. Yes.

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, yes, ma'am. I just need to sign up for the benefits through NANCAM.

Speaker speaker_1: Okay. Uh, what is the last four of your Social?

Speaker speaker_2: 8612.

Speaker speaker_1: Your first and last name?

Speaker speaker_2: Heather .

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

Speaker speaker_2: Uh, it's gonna be 1424 Oak Street, Dover, Ohio 44622. And the birthday is 11/19/1985.

Speaker speaker_1: Phone number is 330-323-7552?

Speaker speaker_2: Correct.

Speaker speaker_1: Email is chasehoffman15@gmail.com?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. Um, let's see. Okay. So I'm not seeing that you're eligible at this time to enroll. It looks like your, um, personal open enrollment period ended on the 29th of December.

Speaker speaker_2: Oh, darn. Okay. Thank you.

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

Speaker speaker_2: Yes.