

## **Transcript: VICTORIA**

**Taylor-5689604566204416-6063574683533312**

### **Full Transcript**

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Hi. I was calling to see if I can cancel a health care plan that I was, um, sent through by mail. Okay. Uh, what's the name of the agency you work for? Partners Personnel. All right. And the last four of your Social? 6914. And your first and last name? Brenda Torres Rodriguez. Okay. Do you mind verifying your address and date of birth? Yeah. It's 27074 14th Street in Highland. Uh, zip code is 92346. Date of birth is January 8, 2002. And then phone number is 626-251-8635? Yes. And then email is leggae89241@gmail.com. Yes. Okay. I don't see that you're enrolled into anything with us. Hmm. 'Cause... I got a... says, "This form is for informational purpose only," and that it would start charging in March. Oh. Yeah. I don't see that you're enrolled into anything. You're not pending for enrollment. Mm-hmm. Um, did you ever submit a enrollment form requesting coverage through Partners Personnel? No. Okay. Yeah. Then you shouldn't be enrolled into anything because they... And you're not a new hire with them, are you? No. Yeah. So they don't automatically enroll anyone into anything. All right. Yes, ma'am. Okay. Thank you so much. You're welcome. You have a wonderful day. You too. Bye-bye. Bye-bye.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits on a Card. This is Victoria. How can I help you?

Speaker speaker\_1: Hi. I was calling to see if I can cancel a health care plan that I was, um, sent through by mail.

Speaker speaker\_0: Okay. Uh, what's the name of the agency you work for?

Speaker speaker\_1: Partners Personnel.

Speaker speaker\_0: All right. And the last four of your Social?

Speaker speaker\_1: 6914.

Speaker speaker\_0: And your first and last name?

Speaker speaker\_1: Brenda Torres Rodriguez.

Speaker speaker\_0: Okay. Do you mind verifying your address and date of birth?

Speaker speaker\_1: Yeah. It's 27074 14th Street in Highland. Uh, zip code is 92346. Date of birth is January 8, 2002.

Speaker speaker\_0: And then phone number is 626-251-8635?

Speaker speaker\_1: Yes.

Speaker speaker\_0: And then email is leggae89241@gmail.com.

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay. I don't see that you're enrolled into anything with us.

Speaker speaker\_1: Hmm. 'Cause... I got a... says, "This form is for informational purpose only," and that it would start charging in March.

Speaker speaker\_2: Oh.

Speaker speaker\_1: Yeah. I don't see that you're enrolled into anything. You're not pending for enrollment. Mm-hmm.

Speaker speaker\_0: Um, did you ever submit a enrollment form requesting coverage through Partners Personnel?

Speaker speaker\_1: No.

Speaker speaker\_0: Okay. Yeah. Then you shouldn't be enrolled into anything because they... And you're not a new hire with them, are you?

Speaker speaker\_1: No.

Speaker speaker\_0: Yeah. So they don't automatically enroll anyone into anything.

Speaker speaker\_1: All righty.

Speaker speaker\_0: Yes, ma'am.

Speaker speaker\_1: Okay. Thank you so much.

Speaker speaker\_0: You're welcome. You have a wonderful day.

Speaker speaker\_1: You too. Bye-bye.

Speaker speaker\_0: Bye-bye.