

Transcript: VICTORIA

Taylor-6364808476049408-5187662919450624

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? Hi, um, I was calling to, uh, make some changes to my, um, what is it, the medical for work. Okay. Uh, what's the name of the agency you work for? Search. And the last four of your Social? 5143. Okay. And your first and last name? Claudia Diaz. Do you mind verifying your address and date of birth? 3708 Black Walnut Avenue and 21189. Phone number's 724-4656. Yes. Okay. And then email is gonna be, uh, first and last name, 98 at gmail.com? Yes. Gotcha. Um, let's take a look and see. I don't see you're enrolled into anything as of yet. Oh, they sent me a message, uh, I think they said like Thursday. Um, just let me check. ... enroll you into one of the medical plans unless you opt out. Um, they do that 30 days from the date of your first check but you're not currently enrolled into anything yet. Oh, okay. So I can, um, uh, how do you call it? Yeah, as of right now- Decline. ... you can either decline coverage or you can get enrolled. I'm just letting you know- Yeah. I wanted to call you. ... you haven't been enrolled yet. Okay. Can I decline it right now? Oh, okay. Sure, yeah, I can go ahead and decline it for you. So do you need- Okay, good. ... help with anything else? No, that's it. That's all. All righty. You have a wonderful day. Thank you. Thank you, bye-bye. 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: Hi, um, I was calling to, uh, make some changes to my, um, what is it, the medical for work.

Speaker speaker_1: Okay. Uh, what's the name of the agency you work for?

Speaker speaker_2: Search.

Speaker speaker_1: And the last four of your Social?

Speaker speaker_2: 5143.

Speaker speaker_1: Okay. And your first and last name?

Speaker speaker_2: Claudia Diaz.

Speaker speaker_1: Do you mind verifying your address and date of birth?

Speaker speaker_2: 3708 Black Walnut Avenue and 21189.

Speaker speaker_1: Phone number's 724-4656.

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. And then email is gonna be, uh, first and last name, 98 at gmail.com?

Speaker speaker_2: Yes.

Speaker speaker_1: Gotcha. Um, let's take a look and see. I don't see you're enrolled into anything as of yet.

Speaker speaker_2: Oh, they sent me a message, uh, I think they said like Thursday. Um, just let me check.

Speaker speaker_1: ... enroll you into one of the medical plans unless you opt out. Um, they do that 30 days from the date of your first check but you're not currently enrolled into anything yet.

Speaker speaker_2: Oh, okay. So I can, um, uh, how do you call it?

Speaker speaker_1: Yeah, as of right now-

Speaker speaker_2: Decline.

Speaker speaker_1: ... you can either decline coverage or you can get enrolled. I'm just letting you know-

Speaker speaker_2: Yeah. I wanted to call you.

Speaker speaker_1: ... you haven't been enrolled yet.

Speaker speaker_2: Okay. Can I decline it right now?

Speaker speaker_1: Oh, okay. Sure, yeah, I can go ahead and decline it for you. So do you need-

Speaker speaker_2: Okay, good.

Speaker speaker_1: ... help with anything else?

Speaker speaker_2: No, that's it. That's all.

Speaker speaker_1: All righty. You have a wonderful day.

Speaker speaker_2: Thank you.

Speaker speaker_1: Thank you, bye-bye.

Speaker speaker_2: Bye-bye.