

Transcript: VICTORIA

Taylor-6498970882752512-5225734706511872

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Cart. This is Victoria. How can I help you? Yes, ma'am. I need to see about getting some insurance. Okay. Uh, what's the name of the agency you work for? I work for Hamilton Riker. All right. And, um, the last four of your Social? Uh, 3475. And your first and last name? Uh, Shane Ingellis. I-N-G-E-L-L-I-S. Perfect. Uh, do you mind verifying your address and date of birth? Uh, it's 125 Cove Lane. But no, I take that back, that's not it. That's the wrong one. It's going to be 50261 Acker Road. And my date of birth, that's what, that's Amory, Mississippi 38821. And my date of birth is June 17th, 1986. Phone number is 662-260-8551? Yes, ma'am. And then email is just going to be your last name, 86, @gmail.com? Yes, ma'am. Okay. Um, so I'm not seeing that Hamilton Riker is currently in a open enrollment period, so we wouldn't be able to get you- Well, I mean, I'll tell you what. Last time I called they said I needed to call back in the middle, around the middle of December. Yeah, that's when they typically have open enrollment, but I don't see that they're currently in one. Okay. So that's not... Uh, I'll check with them and see about when it, when their next one will be. Do you have any idea when it might be? Um, I'm looking right now to see. Give me one second. Okay, so it looks like it will be on the 23rd of December and it ends on the 31st of January. Okay. So, uh, so I can get it this month. Okay, that's fine. I, I'll wait for then. All righty. You have a wonderful day. Uh, thank you very much. 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 Cart. This is Victoria. How can I help you?

Speaker speaker_2: Yes, ma'am. I need to see about getting some insurance.

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

Speaker speaker_2: I work for Hamilton Riker.

Speaker speaker_1: All right. And, um, the last four of your Social?

Speaker speaker_2: Uh, 3475.

Speaker speaker_1: And your first and last name?

Speaker speaker_2: Uh, Shane Ingellis. I-N-G-E-L-L-I-S.

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

Speaker speaker_2: Uh, it's 125 Cove Lane. But no, I take that back, that's not it. That's the wrong one. It's going to be 50261 Acker Road. And my date of birth, that's what, that's Amory, Mississippi 38821. And my date of birth is June 17th, 1986.

Speaker speaker_1: Phone number is 662-260-8551?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: And then email is just going to be your last name, 86, @gmail.com?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Okay. Um, so I'm not seeing that Hamilton Riker is currently in a open enrollment period, so we wouldn't be able to get you-

Speaker speaker_2: Well, I mean, I'll tell you what. Last time I called they said I needed to call back in the middle, around the middle of December.

Speaker speaker_1: Yeah, that's when they typically have open enrollment, but I don't see that they're currently in one.

Speaker speaker_2: Okay. So that's not... Uh, I'll check with them and see about when it, when their next one will be. Do you have any idea when it might be?

Speaker speaker_1: Um, I'm looking right now to see. Give me one second. Okay, so it looks like it will be on the 23rd of December and it ends on the 31st of January.

Speaker speaker_2: Okay. So, uh, so I can get it this month. Okay, that's fine. I, I'll wait for then.

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

Speaker speaker_2: Uh, thank you very much. You too. Bye-bye.