

Transcript: Sara

Marulanda-4614264401084416-4684916814430208

Full Transcript

Your call- Hello. ... may be monitored or recorded for quality assurance purposes. Hello, ma'am. This is Hanna Davis. Yes. Who are you? Hello, Ms. Davis. This is Benefits in a Cart calling on behalf of Terra, Terra Services. Who is this? Um, ma'am, we're processing- Who is it? ... the enrollment forms for healthcare coverage. You request coverage for employee plus child, but we don't have the child information, so can you... Well, the question is, do you want to, uh, the coverage to be for yourself and a child or just yourself? Yeah. This is for coverage, right? Yes, For healthcare coverage with Barcella Terra Service or Terra Services. Yes. Okay, so you want it for yourself only? Um, I have two children. Okay, yeah. The coverage you asked was for, uh, yourself and kids. Okay, in that case, I gonna need the name, last name, social security number, gender and date of birth of the kids. Um, yes. And I know that you can do that on the website that it had sent, um- Okay. ... I'm going to finish filling out the paperwork here soon. Um, I have to find their cards. Oh, sure. Uh, you can do that on the online. Just at this moment, I'm going to have to change it for employee only. Um, once you get in there, you're going to be able to add the dependents and change it again to employee plus children. Okay? Okay. All righty, ma'am. Do you have any questions for me? No, no, no. All righty, ma'am. So thank you for ... with our call from Benefits in a Cart. Have a wonderful day. Thank you. You too. Thank you. Bye bye. Bye bye.

Conversation Format

Speaker None: Your call- Hello. ... may be monitored or recorded for quality assurance purposes. Hello, ma'am. This is Hanna Davis. Yes. Who are you? Hello, Ms. Davis. This is Benefits in a Cart calling on behalf of Terra, Terra Services. Who is this? Um, ma'am, we're processing- Who is it? ... the enrollment forms for healthcare coverage. You request coverage for employee plus child, but we don't have the child information, so can you... Well, the question is, do you want to, uh, the coverage to be for yourself and a child or just yourself? Yeah. This is for coverage, right? Yes, For healthcare coverage with Barcella Terra Service or Terra Services. Yes. Okay, so you want it for yourself only? Um, I have two children. Okay, yeah. The coverage you asked was for, uh, yourself and kids. Okay, in that case, I gonna need the name, last name, social security number, gender and date of birth of the kids. Um, yes. And I know that you can do that on the website that it had sent, um- Okay. ... I'm going to finish filling out the paperwork here soon. Um, I have to find their cards. Oh, sure. Uh, you can do that on the online. Just at this moment, I'm going to have to change it for employee only. Um, once you get in there, you're going to be able to add the dependents and change it again to employee plus children. Okay? Okay. All righty, ma'am. Do you have any questions for me?

No, no, no. All righty, ma'am. So thank you for ... with our call from Benefits in a Cart. Have a wonderful day. Thank you. You too. Thank you. Bye bye. Bye bye.