

## Transcript: Sara

**Marulanda-4706874939850752-6234141260169216**

### Full Transcript

Hello. Your call has been recorded for quality assurance purposes. Speaking Spanish This is her. May I ask who's calling? Oh, hi. Um, it's Marina benefits Connect Card calling on behalf of Virtella at Terra Services. On beh- behalf of who, I'm sorry? Virtella at Terra Services. Oh, okay. Hello. Our agency. Hi. Um, okay, we're processing the enrollment forms for healthcare coverage, and, uh, you request coverage for employee plus family, but we only have the spouse information. We don't have any children. So I'm going to- Okay. I was going to go ahead and add it, but my, um, husband and my oldest son have the same name. So I was having trouble entering it because once I entered my husband's information, it would not let me enter my oldest son's information. I don't know if it's because they have the same name. So I was having trouble- Um, when I was calling, I didn't have that information with me. I would be able to add it to the system. We have- Of course. ... here Damian Ramirez Castro, and, um, his date of birth is 9/3/1991. Correct. As your spouse, okay? So just- And then I would like to add, um, my two sons as well. Okay. Um, let's just start with, um, the one that has the same name as you as spouse. Damian? Yes, it's just going to be- Just like that. ... Damian Ramirez. Ramirez only? Yes, Ramirez only, and then it's going to be Junior for his suffix. Okay, hold on please. And then let me go ahead and grab the Social Security card. Just give me one moment. Sure, ma'am. Thank you. Okay, are you ready? Yes, ma'am, I am. All right, for Damian it's going to be 821-89-2451. Okay, and let me just verify. 821-89-2451. That correct? Correct. And his date of birth? 11/5/2016. Perfect, and the next one? It's going to be Dominic, D-O-M-I-N-I-C. Last name? His last name? Yeah, last name. Um, it's going to be Ramirez as well. Okay, and his Social Security number? Um, he also has a middle name. It's going to be Mason. M-A-S-O-N. Got it. So Dominic- And then his Social... Uh-huh. ... Mason Ramirez. Okay, and his Social? It's going to be 222-19-1155. 55. Okay, and his date of birth? 11/19/2019. Okay ma'am, perfect. I already add them to the system. Okay. Oh, okay, do you have any other questions for me, ma'am? Um, so when would that start? Like how soon could I, like let's say take my boys to the doctor? Like if the insurance were to go through? Okay, um, uh, okay, um, have you started working with, um, Terra? Um, with Virtella I've been working since March 21st. Okay, so... Well, it depends on the company when they make the deductions. But once you, um, once you start with the, uh, or put the application for the benefits, you need to allow like one, two, the longest is three weeks for them to start making deductions. Mm-hmm. Once you see the first deduction, the deduction is gonna be... Uh, okay hold on. It's gonna be a hund- \$115. Once you see that deduction, that, that means the following Monday, that's when your coverage became active. And you're- Okay. ... going to receive the ID cards by the end of that week. Uh- Perfect. ... just remember, they're gonna send to your mailing address the me- the dental, and they're gonna send the medical to a, your, it's gonna be a virtual copy. They're gonna send that to your email. But if you would like

to have a hard copy to arrive on your mail, you will need to give us a call once you see the first deduction. Okay. All right, perfect. So that we can make the request, okay? Okay. Thank you so much for your help. I was literally going to call you guys to ask for your help, you know? Um, but it's perfect. Thank you so much for reaching out to me. Yeah, it's, you're more than welcome, ma'am. Um, I'm really glad then that we can fix this. And thank you- Yeah. ... thank you for that call from Benefits Connect Card. We just have one demand. You as well. Thank you, bye-bye. Thank you. Mm-hmm. Bye-bye.

## Conversation Format

Speaker None: Hello. Your call has been recorded for quality assurance purposes. Speaking Spanish This is her. May I ask who's calling? Oh, hi. Um, it's Marina benefits Connect Card calling on behalf of Virtella at Terra Services. On beh- behalf of who, I'm sorry? Virtella at Terra Services. Oh, okay. Hello. Our agency. Hi. Um, okay, we're processing the enrollment forms for healthcare coverage, and, uh, you request coverage for employee plus family, but we only have the spouse information. We don't have any children. So I'm going to- Okay. I was going to go ahead and add it, but my, um, husband and my oldest son have the same name. So I was having trouble entering it because once I entered my husband's information, it would not let me enter my oldest son's information. I don't know if it's because they have the same name. So I was having trouble- Um, when I was calling, I didn't have that information with me. I would be able to add it to the system. We have- Of course. ... here Damian Ramirez Castro, and, um, his date of birth is 9/3/1991. Correct. As your spouse, okay? So just- And then I would like to add, um, my two sons as well. Okay. Um, let's just start with, um, the one that has the same name as you as spouse. Damian? Yes, it's just going to be- Just like that. ... Damian Ramirez. Ramirez only? Yes, Ramirez only, and then it's going to be Junior for his suffix. Okay, hold on please. And then let me go ahead and grab the Social Security card. Just give me one moment. Sure, ma'am. Thank you. Okay, are you ready? Yes, ma'am, I am. All right, for Damian it's going to be 821-89-2451. Okay, and let me just verify. 821-89-2451. That correct? Correct. And his date of birth? 11/5/2016. Perfect, and the next one? It's going to be Dominic, D-O-M-I-N-I-C. Last name? His last name? Yeah, last name. Um, it's going to be Ramirez as well. Okay, and his Social Security number? Um, he also has a middle name. It's going to be Mason. M-A-S-O-N. Got it. So Dominic- And then his Social... Uh-huh. ... Mason Ramirez. Okay, and his Social? It's going to be 222-19-1155. 55. Okay, and his date of birth? 11/19/2019. Okay ma'am, perfect. I already add them to the system. Okay. Oh, okay, do you have any other questions for me, ma'am? Um, so when would that start? Like how soon could I, like let's say take my boys to the doctor? Like if the insurance were to go through? Okay, um, uh, okay, um, have you started working with, um, Terra? Um, with Virtella I've been working since March 21st. Okay, so... Well, it depends on the company when they make the deductions. But once you, um, once you start with the, uh, or put the application for the benefits, you need to allow like one, two, the longest is three weeks for them to start making deductions. Mm-hmm. Once you see the first deduction, the deduction is gonna be... Uh, okay hold on. It's gonna be a hund- \$115. Once you see that deduction, that, that means the following Monday, that's when your coverage became active. And you're- Okay. ... going to receive the ID cards by the end of that week. Uh- Perfect. ... just remember, they're gonna

send to your mailing address the me- the dental, and they're gonna send the medical to a, your, it's gonna be a virtual copy. They're gonna send that to your email. But if you would like to have a hard copy to arrive on your mail, you will need to give us a call once you see the first deduction. Okay. All right, perfect. So that we can make the request, okay? Okay. Thank you so much for your help. I was literally going to call you guys to ask for your help, you know? Um, but it's perfect. Thank you so much for reaching out to me. Yeah, it's, you're more than welcome, ma'am. Um, I'm really glad then that we can fix this. And thank you- Yeah. ... thank you for that call from Benefits Connect Card. We just have one demand. You as well. Thank you, bye-bye. Thank you. Mm-hmm. Bye-bye.