

Transcript: Sara

Marulanda-4765267500941312-6242611998703616

Full Transcript

Your call may be monitored- Hello. ... or recorded for quality assurance purposes. Good morning. May I speak with Alexis Lindsey? This she. Hello, Ms. Lindsey. This is benefits in a card calling on behalf of Focus Workforce Management. Hi. Hi, ma'am. Um, I have a question, we have a question. We're processing the enrollment forms for healthcare coverage. You request a dental coverage for employee plus family, but we only have- Yes. ... the children information. We don't have the spouse information. So the question is do you- . Uh, do you still want... I'm sorry, go ahead. I don't have a spouse. It's just me and my children. Oh, so it will be employee plus children, then. Oh, okay. Yes, I'm sorry. Okay. No, no, that's okay. Okay, so let me make the changes. Um, so do you have any questions for us, ma'am? Um, no, ma'am um, I'm, I'll be ready to go to my orientation tomorrow at 1:15. Oh, okay. Perfect. So, um, the dental coverage changes has been made and everything is okay. Okay. Talking about, uh, the healthcare coverage, okay? So have a great day and thank you for answer our call, ma'am. You're welcome. Thank you. And you're... Okay. Mm-hmm. Bye-bye.

Conversation Format

Speaker None: Your call may be monitored- Hello. ... or recorded for quality assurance purposes. Good morning. May I speak with Alexis Lindsey? This she. Hello, Ms. Lindsey. This is benefits in a card calling on behalf of Focus Workforce Management. Hi. Hi, ma'am. Um, I have a question, we have a question. We're processing the enrollment forms for healthcare coverage. You request a dental coverage for employee plus family, but we only have- Yes. ... the children information. We don't have the spouse information. So the question is do you- . Uh, do you still want... I'm sorry, go ahead. I don't have a spouse. It's just me and my children. Oh, so it will be employee plus children, then. Oh, okay. Yes, I'm sorry. Okay. No, no, that's okay. Okay, so let me make the changes. Um, so do you have any questions for us, ma'am? Um, no, ma'am um, I'm, I'll be ready to go to my orientation tomorrow at 1:15. Oh, okay. Perfect. So, um, the dental coverage changes has been made and everything is okay. Okay. Talking about, uh, the healthcare coverage, okay? So have a great day and thank you for answer our call, ma'am. You're welcome. Thank you. And you're... Okay. Mm-hmm. Bye-bye.