

## **Transcript: Sara**

**Marulanda-4839688667971584-5004390801915904**

### **Full Transcript**

... understand. Your call may be monitored- Hello? ... or recorded for quality assurance purposes. Good morning. May I speak with Ravneet Marwana? Yes, this is she. What? Hello? Ravneet Marwana, this is Beneficient InCar calling on behalf of Creative Circle. Oh, yeah. Hi. Hi. Um, we're processing the enrollment forms for healthcare coverage. Mm-hmm. You request coverage for employee plus a spouse, but we don't have the spouse information. Uh, you want to be enrolled in term life and vision, but we don't have the spouse information, so the question is, do you still want the coverage for employee plus a spouse or just employee? Employee and spouse. Okay, so we're going to need- Yeah. ... name, last name and Social Security number- Okay. ... gender and date of birth of your spouse. Okay. Um, can I send this to you, like in an email? Or can I call back? Because I don't have the Social Security number on hand right now. Um... Okay. We can add all the information, put zeros under the Social Security number, and you can give us a call back whenever you get the number. Just remember that, uh, for his coverage to become active, he's going to need the Social Security number. Oh. Is there something I can do online? Like through the website? Yes, you're supposed to be... Yes, you're supposed to be able to do it online. Right? Okay. Okay. So I'll try and do that this evening. So are there dependents, as a dependent. As a dependent? Oh, I see. Okay? Okay. Yeah, I skipped that part. Okay. Gotcha. Yes. Um... Sure. And- I will assume dependents are- ... I will need beneficiary as well. Dependents are kids. Okay. Okay. I will add all that information. Go ahead. And... Yeah. And at the same time- Mm-hmm. And we're missing a beneficiary as well. And you are allowed to do it online as well, if you want to. Okay. I will do that. Perfect. So this is vision, dental and... Okay. So... ... term life, right? Term life. Yes. So... Okay. Because of the way process goes with the system, at this moment, I'm going to have to change it for employee only. Yes. Once you get back into the system, you are allowed to add a dependent and change to employee plus a spouse and add the information. Okay? Okay. Perfect. I appreciate it. Thank you very much. All righty, ma'am. Okay. Take care. You're mostly welcome. Have a wonderful day. Thank you. And thank you for answering our call from Beneficient InCar. You too. Absolutely. You too. Thank you. Bye-bye. Okay. Okay. Bye.

### **Conversation Format**

Speaker None: ... understand. Your call may be monitored- Hello? ... or recorded for quality assurance purposes. Good morning. May I speak with Ravneet Marwana? Yes, this is she. What? Hello? Ravneet Marwana, this is Beneficient InCar calling on behalf of Creative Circle. Oh, yeah. Hi. Hi. Um, we're processing the enrollment forms for healthcare coverage.

Mm-hmm. You request coverage for employee plus a spouse, but we don't have the spouse information. Uh, you want to be enrolled in term life and vision, but we don't have the spouse information, so the question is, do you still want the coverage for employee plus a spouse or just employee? Employee and spouse. Okay, so we're going to need- Yeah. ... name, last name and Social Security number- Okay. ... gender and date of birth of your spouse. Okay. Um, can I send this to you, like in an email? Or can I call back? Because I don't have the Social Security number on hand right now. Um... Okay. We can add all the information, put zeros under the Social Security number, and you can give us a call back whenever you get the number. Just remember that, uh, for his coverage to become active, he's going to need the Social Security number. Oh. Is there something I can do online? Like through the website? Yes, you're supposed to be... Yes, you're supposed to be able to do it online. Right? Okay. Okay. So I'll try and do that this evening. So are there dependents, as a dependent. As a dependent? Oh, I see. Okay? Okay. Yeah, I skipped that part. Okay. Gotcha. Yes. Um... Sure. And- I will assume dependents are- ... I will need beneficiary as well. Dependents are kids. Okay. Okay. I will add all that information. Go ahead. And... Yeah. And at the same time- Mm-hmm. And we're missing a beneficiary as well. And you are allowed to do it online as well, if you want to. Okay. I will do that. Perfect. So this is vision, dental and... Okay. So... ... term life, right? Term life. Yes. So... Okay. Because of the way process goes with the system, at this moment, I'm going to have to change it for employee only. Yes. Once you get back into the system, you are allowed to add a dependent and change to employee plus a spouse and add the information. Okay? Okay. Perfect. I appreciate it. Thank you very much. All righty, ma'am. Okay. Take care. You're mostly welcome. Have a wonderful day. Thank you. And thank you for answering our call from Beneficient InCar. You too. Absolutely. You too. Thank you. Bye-bye. Okay. Okay. Bye.