

Transcript: Sara

Marulanda-4872314230063104-5482334072258560

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hello. May I speak with LaKaya Hargrave? This here. Hi, Ms. Hargrave. Uh, this is Benefits in a Card calling on behalf of the Resource Company. The who? From the Resource Company. Uh-huh. Uh, ma'am, we are processing the enrollment forms for the healthcare coverage. You request coverage for employee plus children, but we don't have any of the child information, any of the children. So, the question is, do you still want coverage for the- yourself and the children or just yourself? Uh, myself and the children. Do I need to bring their information up there or something? No. We can do that by phone if, if you feel comfortable providing, uh, that information. We're going to need name, last name, uh, date of birth, uh, Social Security number, and the gender. Okay. Um... How, how many kids are? There's three. Three of them. Okay. Just let me know whenever you're ready and we can, uh, start. I, I think I'd prefer to like, um, go, actually go to the Resources and turn it in. I don't want to like give their numbers so they thought should ... could, their Social Security numbers over the phone. I live right across the street from the Resource. It's okay. Uh, I completely understand you. So at this moment because the system is not going to le- allow me to, uh, make the enrollment for employee plus children, I'm going to do the en- enrollment for employee only, and once you add the information, they will notify us and we will change that for employee plus children. Okay. All righty, ma'am. Um, do you have any other questions for our ma'am? No. All righty. So have a wonderful day and thank you for answering our call from Benefits in a Card. Mm-hmm. No problem. Mm bye-bye. Bye-bye.

Conversation Format

Speaker None: Your call may be monitored or recorded for quality assurance purposes. Hello. May I speak with LaKaya Hargrave? This here. Hi, Ms. Hargrave. Uh, this is Benefits in a Card calling on behalf of the Resource Company. The who? From the Resource Company. Uh-huh. Uh, ma'am, we are processing the enrollment forms for the healthcare coverage. You request coverage for employee plus children, but we don't have any of the child information, any of the children. So, the question is, do you still want coverage for the- yourself and the children or just yourself? Uh, myself and the children. Do I need to bring their information up there or something? No. We can do that by phone if, if you feel comfortable providing, uh, that information. We're going to need name, last name, uh, date of birth, uh, Social Security number, and the gender. Okay. Um... How, how many kids are? There's three. Three of them. Okay. Just let me know whenever you're ready and we can, uh, start. I, I think I'd prefer to like, um, go, actually go to the Resources and turn it in. I don't want to like give their numbers so

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