

## **Transcript: Sara**

**Marulanda-4873739093852160-4896553381314560**

### **Full Transcript**

Your call has been forwarded to voicemail. Your call may be monitored or recorded for quality assurance purposes. The person you're trying to reach is not available. At the tone, please record your message. When you have finished... Uh, would they be able to approve your profile? Maybe just let us know. Hello? Can you hold for a second? Sure. Okay, perfect thank you so much. Yeah, oh, you're welcome. And can you just reach any time if you still need help with something, uh, or if you're not sure what's going on, don't hesitate to call us. Yeah, I will definitely. I am still like, uh, I don't have access yet, but once we start getting the access and then I can see where I stand at, I'm sure I'll have plenty more questions. Yeah, yeah. We're here if you need anything at all. Thank you so much, have a wonderful day. You're welcome. Bye. Goodbye. Yes, I'm sorry, go ahead. Hi, um, this is Benefits Unit calling on behalf of Oxford Global. Yes, ma'am. Okay- Um, yeah I'm- Um, Ms. Chaudhary? Vineet Chaudhary? Yes. Yes. Okay, ma'am. Uh, we're processing the enrollment and for healthcare coverage. Yeah. And you request coverage for employee plus family, that includes a spouse and children. But we don't have any of the, the dependents information, so the question is- Yeah, I will be adding, yeah, I will be adding that tonight, because all the information is at home, and I am at work. Okay. Um, this is the thing, um... Okay. Um- Yeah, I'm a single mother, so it's just going to be me and kids. So I'll be doing the processing at home. Okay. Okay, so the, the coverage has to be changed because, uh, you have employee plus family, and it's going to be employee plus children only. Okay. Now, because, um, we're processing them right now, I'm going to have to change it to employee only, and once you add the information, you will need to change it to employee plus children again. Okay, I will do that- Or if you can provide me the information by phone, it will work as well. Okay, perfect. So, which way you want to do it, you want to make the changes yourself or you want me to add the information tonight? I'll do it from my phone tonight, yeah, because I'm going to finalize it tonight. I think my, I have a deadline by either today or tomorrow, so I'm gonna get that up and running tonight. Oh, okay, okay. So just remember to, um, change it to employee plus children again, once you add the dependents, okay? Okay, perfect. And thank you so much. You're more than welcome. Have a wonderful day, and thank you for as well, I was called from Benefits Unit Card. Thank you, ma'am. Bye. You're welcome. Bye bye.

### **Conversation Format**

Speaker None: Your call has been forwarded to voicemail. Your call may be monitored or recorded for quality assurance purposes. The person you're trying to reach is not available. At the tone, please record your message. When you have finished... Uh, would they be able to

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