

## Transcript: Sara

**Marulanda-5023743211913216-5399332062150656**

### Full Transcript

Hello. Your call may be monitored or recorded for quality assurance purposes. Am I speaking with Bob Lynch? Yeah. Who's speaking? This is benefits in a card calling on behalf of Superior Skilled Trades. Oh, yes. Hello. How are you doing? I'm doing great, sir. How you doing today? Uh, not bad. Okay. Um, Mr. Lynch we are processing the enrollment for healthcare coverage. You request coverage for employee plus family but we don't- Yeah. ... have the dependents information. I know. Could be a question- Uh, I, I've been, I've been trying to get my wife to give me her damn social and she hasn't done it yet. Okay. So, uh, hopefully- What we can- ... hopefully by tonight. What we can do is add zeros instead the, instead of the number. And once you get that, you can give us a call and, and we can add it to their account. Eh, I will need the names, eh, last name, um, gender, relationship, and date of birth in order to continue with the coverage for employee plus a family. Or other way, we're gonna have to do it employee plus, um... only. And you will have until, uh, May the 30th to add them. It's, it's up to you whatever you want to do. If you want to add them now, um, with the zeros as a Social Security number and call us again later and add the information, or just change it to employee only, and, and you can give us a call again before the 30th of May, um, to add the dependents and we will change the coverage again for employee plus family. No. Uh, like, like I said, I should get it, I should get it from her today, uh, you know, when she gets home from her job. And I can just fill out the paperwork. I mean, I do apologize. It's not my fault. No. You know. So, um. It's, uh, it's okay. You don't have to worry. Is that, uh, w- okay. In, when we don't put the, the, the whole information, the system gets kind of, uh, stuck- Oh, of course. ... with a red flag and don't- Mm-hmm. ... doesn't allow us to keep going with, with the involvement. So but, uh, there's only two options at this point. I can just change the involvement from employee only, and once you get the information, give us a call, or add it online and change it to employee plus, eh, family. Or, we can add the name, last name, um, gender, and date of birth, and add zeros as Social Security number as you can add them later. Or give us a call and just provide us the information and we will add it if you wanna keep going with the employee plus eh, family. Yeah, yeah. So either one we would have to do at this moment. Sure. Um, okay. So for the dental, uh, it's gonna- Okay. ... be, uh, it's gonna be employee and spouse. No, I, wait. Oh, I'm sorry. I'm sorry. Dental is, um, is gonna be- Employee plus family. ... employee and family. Right, right. That's gonna be- Okay. ... employee and family. Okay, so. So at this moment... Like, like how many children are you gonna add? Uh, just, just one dependent besides my wife. Okay. So let's put your wife- Wife. ... and we put zeros. Aye. And we can do the same with the child. Okay? Sure. Okay. So anyone- Okay. What is your, your wife first name? Tanya. T-A-N-I-A. Okay. Any middle initial? Yeah. B as in Bravo. Uh, uh- Okay. Do you want just spell her, uh, do you want me to spell out her, her middle name? Or- It's okay. ... I just- The initial is okay. Okay. And then- And her last

name? Orozco. O-R-O-Z-C-O. Orozco with Z as in zebra. Correct. And we're gonna put zeros as the social, right? Mm, right. How's, eh, female, and her date of birth? Uh, 09/04/1980. Okay. We got, um, Miss Tanya. Mm-hmm. Okay. Now, the child dependent. What is the first name? Okay. Briana. B-R-I-A-N-A. Middle initial- One N only? One N only, yes. Okay. Middle initial? Um, middle init- middle initial is S. S as in Sierra? Correct. And then last name is- Okay. And the last name? Macedo. M-A-C-E-D-O. Mace- Macedo. Okay. Macedo, yeah. Um, we're gonna put zeros as the social as well? Mm-hmm. Yeah. Okay. Child. And Briana is a female. Um, Briana's date of birth? Uh, 10-0, uh, 10/09/2006. Okay. Perfect. So in that case, yes, um, she just need give us a call back with her Social Security number, which is not a- Okay. Or, or I could just- ... included in- Or I could just fill it in online, correct? I'm sorry, sir? I can just, or I could just do it online? Yes, sir. Uh, you know, okay, perfect. Yeah. Yes, sir. Yes. No, no, no sense in bothering you if I don't need to do it. Okay. It's, it's okay. Either way, that's why we're here to help you filling out all the information. There's, there's not a big of problem. Um, Mr. Lynch- So we- ... anyway, thank you for answering our call. I really appreciate that you answered our, our call today. Okay? I appreciate your help, ma'am. Have a wonderful weekend. My pleasure. You do the same. Uh, thank you. Hmm, bye-bye. Bye-bye. Okay, I'm gonna go ahead and let her know that, um, she can expect her check the next business day, and she can look forward to having that check deposited into her account. And then, from there, I'm just going to confirm, uh, where she lives. So I'm just going to write her address up here. And then, from there, I'm just going to have her fill out, um, some information about herself. So I'm just going to have her put in her birth date, um, her phone number is 401-368-3641 and her email address. And I'm just going to have her put in 2019 as the start and end date on her birthday. And then, from there, I'm just going to have her put in, um, where she lives. Where she lives. Uh, not where she's working but where she actually lives. And then, from there, I'm just going to have her put in, um, her social security number. And then, from there, I'm just going to have her put in her birthdate of birth. So her birthday is December 20, 1986. And then, from there, I'm just going to have her put in, um, her phone number. So her phone number is 401-368-3641. And then, from there, I'm just going to have her put in her email address. So her email address is support@balletdecans.com . And then, from there, I'm just going to have her put in her state. So her state is California. And then, from there, I'm just going to have her put in her city. So her city is Los Angeles and then her zip code. And then, from there, I'm just going to have her put in her mailing address. So her mailing address is 2000 South 24th Street. And then, from there, I'm just going to have her put in her zip code again for the mailing address. And then, from there, I'm just going to have her put in her phone number. So her phone number is 415-456-7777. Okay, so at this point, she's filled out all of her information, and now I'm just going to go ahead and send this form back to her by email so she can go ahead and start the next step of the application, which is going to be her social security number. So I'm just going to go ahead and email this back to her. And then, from there, she can go ahead and get that part taken care of as well. All right, so we're just going to wait a few moments here while she gets that email. Okay, so it's been a few moments now and she has received an email with her social security number. So I'm just going to go ahead and let her know that, um, she can go ahead and start the next step by going ahead and entering that into the system. And then, from there, she's going to put in her birthdate. And then, from there, she's going to put in her phone number. She's already put in her phone number. And then, from there, she's going to put in her mailing address. She's

already put in her mailing address. And then, from there, she's going to put in her zip code, her zip code again, and then her city. And then, from there, she's going to put in her state. And then, from there, she's going to put in her address. And then, from there, she's going to put in her phone number. And then, from there, she's going to put in her email address. And then, from there, she's going to put in her birthday. And then, from there, she's going to put in her social security number again. And then, from there, she's going to put in her email address. And then, from there, she's going to put in her zip code one more time. And then, she's going to put in her mailing address and her phone number one more time. And then, from there, she's going to put in her birthdate again, her birthday, and then her social security number, and then her email address, and then her zip code, and then her phone number, and then her mailing address, and then her state, and then her city, and then her phone number, and then her email address, and then her zip code, and then her phone number. So I'm just going to go ahead and close this form out so she can go ahead and get that done as well. Okay, so now she has gone ahead and gotten all of those steps completed, she has entered everything into the system, and she has a social security number and an email address. At this point, what she needs to do is go ahead and complete the next step by going ahead and entering her social security number into this box here and entering her email address into this box here. And then, after she does that, she'll be all set to go ahead and start the next step, which is going to be entering her birthdate. So she'll go ahead and put in her birthdate here, and then she'll put in her phone number. She already put in her phone number, and then she'll put in her mailing address, and then she'll put in her mailing address again because she already did that. And then, she'll put in her phone number, and then she'll put in her email address, and then she'll put in her zip code again, and then she'll put in her phone number one more time. And then, once she's finished with that, she can go ahead and click submit and that will allow her to move on to the next step.

## Conversation Format

Speaker None: Hello. Your call may be monitored or recorded for quality assurance purposes. Am I speaking with Bob Lynch? Yeah. Who's speaking? This is benefits in a card calling on behalf of Superior Skilled Trades. Oh, yes. Hello. How are you doing? I'm doing great, sir. How you doing today? Uh, not bad. Okay. Um, Mr. Lynch we are processing the enrollment for healthcare coverage. You request coverage for employee plus family but we don't- Yeah. ... have the dependents information. I know. Could be a question- Uh, I, I've been, I've been trying to get my wife to give me her damn social and she hasn't done it yet. Okay. So, uh, hopefully- What we can- ... hopefully by tonight. What we can do is add zeros instead the, instead of the number. And once you get that, you can give us a call and, and we can add it to their account. Eh, I will need the names, eh, last name, um, gender, relationship, and date of birth in order to continue with the coverage for employee plus a family. Or other way, we're gonna have to do it employee plus, um... only. And you will have until, uh, May the 30th to add them. It's, it's up to you whatever you want to do. If you want to add them now, um, with the zeros as a Social Security number and call us again later and add the information, or just change it to employee only, and, and you can give us a call again before the 30th of May, um, to add the dependents and we will change the coverage again for employee plus family. No.

Uh, like, like I said, I should get it, I should get it from her today, uh, you know, when she gets home from her job. And I can just fill out the paperwork. I mean, I do apologize. It's not my fault. No. You know. So, um. It's, uh, it's okay. You don't have to worry. Is that, uh, w- okay. In, when we don't put the, the, the whole information, the system gets kind of, uh, stuck- Oh, of course. ... with a red flag and don't- Mm-hmm. ... doesn't allow us to keep going with, with the involvement. So but, uh, there's only two options at this point. I can just change the involvement from employee only, and once you get the information, give us a call, or add it online and change it to employee plus, eh, family. Or, we can add the name, last name, um, gender, and date of birth, and add zeros as Social Security number as you can add them later. Or give us a call and just provide us the information and we will add it if you wanna keep going with the employee plus eh, family. Yeah, yeah. So either one we would have to do at this moment. Sure. Um, okay. So for the dental, uh, it's gonna- Okay. ... be, uh, it's gonna be employee and spouse. No, I, wait. Oh, I'm sorry. I'm sorry. Dental is, um, is gonna be- Employee plus family. ... employee and family. Right, right. That's gonna be- Okay. ... employee and family. Okay, so. So at this moment... Like, like how many children are you gonna add? Uh, just, just one dependent besides my wife. Okay. So let's put your wife- Wife. ... and we put zeros. Aye. And we can do the same with the child. Okay? Sure. Okay. So anyone- Okay. What is your, your wife first name? Tanya. T-A-N-I-A. Okay. Any middle initial? Yeah. B as in Bravo. Uh, uh- Okay. Do you want just spell her, uh, do you want me to spell out her, her middle name? Or- It's okay. ... I just- The initial is okay. Okay. And then- And her last name? Orozco. O-R-O-Z-C-O. Orozco with Z as in zebra. Correct. And we're gonna put zeros as the social, right? Mm, right. How's, eh, female, and her date of birth? Uh, 09/04/1980. Okay. We got, um, Miss Tanya. Mm-hmm. Okay. Now, the child dependent. What is the first name? Okay. Briana. B-R-I-A-N-A. Middle initial- One N only? One N only, yes. Okay. Middle initial? Um, middle init- middle initial is S. S as in Sierra? Correct. And then last name is- Okay. And the last name? Macedo. M-A-C-E-D-O. Mace- Macedo. Okay. Macedo, yeah. Um, we're gonna put zeros as the social as well? Mm-hmm. Yeah. Okay. Child. And Briana is a female. Um, Briana's date of birth? Uh, 10-0, uh, 10/09/2006. Okay. Perfect. So in that case, yes, um, she just need give us a call back with her Social Security number, which is not a- Okay. Or, or I could just- ... included in- Or I could just fill it in online, correct? I'm sorry, sir? I can just, or I could just do it online? Yes, sir. Uh, you know, okay, perfect. Yeah. Yes, sir. Yes. No, no, no sense in bothering you if I don't need to do it. Okay. It's, it's okay. Either way, that's why we're here to help you filling out all the information. There's, there's not a big of problem. Um, Mr. Lynch- So we- ... anyway, thank you for answering our call. I really appreciate that you answered our, our call today. Okay? I appreciate your help, ma'am. Have a wonderful weekend. My pleasure. You do the same. Uh, thank you. Hmm, bye-bye. Bye-bye. Okay, I'm gonna go ahead and let her know that, um, she can expect her check the next business day, and she can look forward to having that check deposited into her account. And then, from there, I'm just going to confirm, uh, where she lives. So I'm just going to write her address up here. And then, from there, I'm just going to have her fill out, um, some information about herself. So I'm just going to have her put in her birth date, um, her phone number is 401-368-3641 and her email address. And I'm just going to have her put in 2019 as the start and end date on her birthday. And then, from there, I'm just going to have her put in, um, where she lives. Where she lives. Uh, not where she's working but where she actually lives. And then, from there, I'm just going to have her put in, um, her social security number. And

then, from there, I'm just going to have her put in her birthdate of birth. So her birthday is December 20, 1986. And then, from there, I'm just going to have her put in, um, her phone number. So her phone number is 401-368-3641. And then, from there, I'm just going to have her put in her email address. So her email address is support@balletdecans.com . And then, from there, I'm just going to have her put in her state. So her state is California. And then, from there, I'm just going to have her put in her city. So her city is Los Angeles and then her zip code. And then, from there, I'm just going to have her put in her mailing address. So her mailing address is 2000 South 24th Street. And then, from there, I'm just going to have her put in her zip code again for the mailing address. And then, from there, I'm just going to have her put in her phone number. So her phone number is 415-456-7777. Okay, so at this point, she's filled out all of her information, and now I'm just going to go ahead and send this form back to her by email so she can go ahead and start the next step of the application, which is going to be her social security number. So I'm just going to go ahead and email this back to her. And then, from there, she can go ahead and get that part taken care of as well. All right, so we're just going to wait a few moments here while she gets that email. Okay, so it's been a few moments now and she has received an email with her social security number. So I'm just going to go ahead and let her know that, um, she can go ahead and start the next step by going ahead and entering that into the system. And then, from there, she's going to put in her birthdate. And then, from there, she's going to put in her phone number. She's already put in her phone number. And then, from there, she's going to put in her mailing address. She's already put in her mailing address. And then, from there, she's going to put in her zip code, her zip code again, and then her city. And then, from there, she's going to put in her state. And then, from there, she's going to put in her address. And then, from there, she's going to put in her phone number. And then, from there, she's going to put in her email address. And then, from there, she's going to put in her birthday. And then, from there, she's going to put in her social security number again. And then, from there, she's going to put in her email address. And then, from there, she's going to put in her zip code one more time. And then, she's going to put in her mailing address and her phone number one more time. And then, from there, she's going to put in her birthdate again, her birthday, and then her social security number, and then her email address, and then her zip code, and then her phone number, and then her mailing address, and then her state, and then her city, and then her phone number, and then her email address, and then her zip code, and then her phone number. So I'm just going to go ahead and close this form out so she can go ahead and get that done as well. Okay, so now she has gone ahead and gotten all of those steps completed, she has entered everything into the system, and she has a social security number and an email address. At this point, what she needs to do is go ahead and complete the next step by going ahead and entering her social security number into this box here and entering her email address into this box here. And then, after she does that, she'll be all set to go ahead and start the next step, which is going to be entering her birthdate. So she'll go ahead and put in her birthdate here, and then she'll put in her phone number. She already put in her phone number, and then she'll put in her mailing address, and then she'll put in her mailing address again because she already did that. And then, she'll put in her phone number, and then she'll put in her email address, and then she'll put in her zip code again, and then she'll put in her phone number one more time. And then, once she's finished with that, she can go ahead and click submit and that will allow her to move on to the next step.