

Transcript: Sara

Marulanda-5115649802813440-5212705611497472

Full Transcript

Your call has been recorded for quality assurance purposes. Hello, may I speak with Evenson Eloy? Yes. Hello, Mr. Eloy, this is BeneFis Sena-Ca calling on behalf of Lingua Staffing. Um, we are processing the enrollment forms for the healthcare coverage and you request coverage for employee plus the spouse, but we don't have your spouse information. So the question is do you still want the coverage for employee plus the spouse or just yourself? Yeah, I think, I think I, I still need it because, uh, uh, uh, I, I verify my, my paycheck I see, uh, for this week, uh, the insurance get the money on my paycheck. They already start to get the money on my paycheck. Yeah. Okay, I got you. Um, what is your main language? Spanish or... Oh, French. Okay. Um, okay. Um, what I mean is did you still want to keep the, uh, coverage for yourself and your spouse or just yourself? Uh, uh, for, me and my daughter. Oh, it's your daughter, not your spouse? No, it's Deborah. Deborah Eloy is my daughter. Daughter. Okay. So I need your daughter's information because, uh, we don't have her information like a first name, last name, a Social Security number and her date of birth. Oh, okay. Okay. Uh, so- Which one is- ... can I ask you a question? Sure. Yes. If I, if I continue, because my daughter always, uh, is always on my, my, my, uh, insurance, but for now if I continue to get the, the same insurance, uh, you'll be... I get... I have to pay more money or the same money I pay every, every, every week? Okay. Right now, um, your deduction was at \$58.70. If you add your daughter, let me check that for you. Gi-... 'cause they make a deduction for yourself and your spouse but, uh, you don't want a spouse, you want, uh, your daughter. Yeah, it's my daughter. Okay. It's gonna be less money if you change the, the, um, the coverage instead of being for your spouse, it's for your daughter, it's gonna be cheaper. Okay. How much is it? Okay. Let me check that for you. Uh, give me a minute please. Okay. Okay, it's gonna take me just a minute, please. Okay, it's gonna be, um, VIP class is for yourself and your daughter, right? Mm-hmm. Uh, short-term disability for yourself, dental for yourself and, and your daughter, vision for yourself and your daughter and term life for yourself and your daughter. It's gonna be one, two, three, four, five. Um, sir, it's gonna be \$59.39. Right now you're paying \$58.70. Oh, it's gonna be 59? Yes, it's gonna be one more dollar. Oh, one more dollar? It's okay. It's okay? You want to make the change? Y- yeah, it's okay. It's, it's okay. I need it for my, m- me and my daughter. Oh, okay, sir. So, um, I gonna, I gonna send this information to the main office for they to add the information. Now, I'm gonna need your daughter information, like a first name- Okay. ... and last name. Can you provide that for me? Yeah. The first name is Deborah. D... I mean, D as in delta- D, E- ... D as in bravo? Yeah, yes. D as in bravo- O-R-A-H? Yeah. D- D-E-B-O-R-A-H. Okay. And the last name, the same as you? Eloy. Eloy. Okay. Um, which one is, um, Deborah social security number? Yes. Let me check. Let me check the, the, the number. You can- Sure. ... stay on the line and then, uh, I give it to you right now. Yeah. Yeah, don't worry about it. Okay. Okay, are

you here? Yes, sir, I'm still here. Oh, okay. This is, uh, the social security number for the boy is 442. 442. Yes, 71. 71. Mm. 24. 24. 24, uh, uh, 42. 44. 24, 2442. Okay, so we got 442-71-2442. Yes. Okay, and can you provide me with a date of birth? Okay, um, it's, uh, October 26th- Okay. ... 2011. Okay, Sir. Perfect. So I gonna send this to the main office for them to make their update and change everything. If there is anything else that I will need from you, I'm going to give you a call other way, uh, uh, well, I'm going to call you anyway to- Okay. ... verify that, uh, we send you- Uh-huh. ... or that they, the old changes have been made. Now, one more thing, Mr. Eloy. We're missing a beneficiary. Who is the beneficiary? Uh, like in the case something happened to you, who would you like to receive your term life benefit? Uh, okay. You need, you need the person or... Yes, the name of the person that you would like to receive the term life benefit in case something happened to you. Okay, you can, you can, you can put, um, put, uh... But I have my, my, my, uh, the mother of the boy, the boy, Eloy, it's my, it's my daughter. But, uh, uh, I thought it was mine but I'm divorced- The boy's mother? No, uh, well, I don't know if, if it's possible because I'm, I'm divorced but it's in my, uh, divorce- You can put any, anyone you want. A friend, a parent, a child. A- Okay, okay. You can put anyone. Okay, just then Leandre. Okay, can you spell that for me please? G-O... Okay. Yeah. Uh, C. C as in Charlie? Say again. C as in Charlie? Did you say G-O-C? Yeah. G, G-O. Okay. C-E. Okay. L-C-I- I'm sorry, L, what else? ... N. L. Who else? Hello? Yes, did you say G-O C-E-L-L-A? Mm-hmm. L-A-I-N-E. Okay, we got Joseline, Joseline? Yeah, Joseline. So is the first one, the first letter is a G or J? G. Okay. G-O C-E-L-L-A-I-N-E. That correct? Yeah, yes. And Joseline last name? Uh, okay. Leandre. L-E... Can you spell it for me, please? L-E- Uh-huh. Okay, L-E, L-E-A-N-D-R-E. Leandre. Okay, and your- Yeah, yeah. ... relationship with that person? It's, uh, it was my, my wife but we, we, we, we divorced right now but she's the mother of my daughter. I got a... only one daughter but... only one child. She's the mother of my child. So would you like, would you like me to put like a friend? Friend? Yes? Does that sound- Yeah. ... okay for you, like a friend? Okay, sir. Yeah. Good. So I got Joseline, or Joseline, a Leandre friend. Yeah. All righty, sir. Perfect. So other than that, um, Mr. Eloy, do you have any question for aim, for me? Uh, only one question I have for you, but if I don't want the, the, the insurance anymore, I just... I can call and stop that anytime I want? Yes, yes, sir. You can call and cancel anytime. Okay. Okay. Uh, that's, that's okay. That's all. All righty, sir. So thank you for answering our call from Benefits in a Car. Wish you do have a wonderful day. All right. Thank you. Thank you very much. You're welcome, sir. Mm, bye bye. All right. Thank you. Bye bye.

Conversation Format

Speaker None: Your call has been recorded for quality assurance purposes. Hello, may I speak with Evenson Eloy? Yes. Hello, Mr. Eloy, this is BeneFis Sena-Ca calling on behalf of Lingua Staffing. Um, we are processing the enrollment forms for the healthcare coverage and you request coverage for employee plus the spouse, but we don't have your spouse information. So the question is do you still want the coverage for employee plus the spouse or just yourself? Yeah, I think, I think I, I still need it because, uh, uh, uh, I, I verify my, my paycheck I see, uh, for this week, uh, the insurance get the money on my paycheck. They already start to get the money on my paycheck. Yeah. Okay, I got you. Um, what is your main

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G, G-O. Okay. C-E. Okay. L-C-I- I'm sorry, L, what else? ... N. L. Who else? Hello? Yes, did you say G-O C-E-L-L-A? Mm-hmm. L-A-I-N-E. Okay, we got Joseline, Joseline? Yeah, Joseline. So is the first one, the first letter is a G or J? G. Okay. G-O C-E-L-L-A-I-N-E. That correct? Yeah, yes. And Joseline last name? Uh, okay. Leandre. L-E... Can you spell it for me, please? L-E- Uh-huh. Okay, L-E, L-E-A-N-D-R-E. Leandre. Okay, and your- Yeah, yeah. ... relationship with that person? It's, uh, it was my, my wife but we, we, we, we divorced right now but she's the mother of my daughter. I got a... only one daughter but... only one child. She's the mother of my child. So would you like, would you like me to put like a friend? Friend? Yes? Does that sound- Yeah. ... okay for you, like a friend? Okay, sir. Yeah. Good. So I got Joseline, or Joseline, a Leandre friend. Yeah. All righty, sir. Perfect. So other than that, um, Mr. Eloy, do you have any question for aim, for me? Uh, only one question I have for you, but if I don't want the, the, the insurance anymore, I just... I can call and stop that anytime I want? Yes, yes, sir. You can call and cancel anytime. Okay. Okay. Uh, that's, that's okay. That's all. All righty, sir. So thank you for answering our call from Benefits in a Car. Wish you do have a wonderful day. All right. Thank you. Thank you very much. You're welcome, sir. Mm, bye bye. All right. Thank you. Bye bye.