

Transcript: Sara

Marulanda-5283942315802624-4872072400420864

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hello, may I speak with Madeline Rose there? Who is this? This is Benefits in a Card calling on behalf of Focus Workforce Management. Oh, yes, ma'am. Hi, Ms. Madeline. Um, we're processing the enrollment forms for healthcare coverage to request coverage for employee plus a spouse, but we don't have the spouse information. So the question now is you still want it for employee plus a spouse or just for employee? Oh, yeah, maybe for just employee, ma'am. Just employee? Oh, okay, ma'am. Okay. I will make the changes. Uh, do you have any question for us? No. I mean, yeah, uh, but he can be my like, uh, beneficiary, yeah? Okay, um, let me check. We have a beneficiary which is a Matthew Phillips. Matthew, yeah, that's, that's my husband. Yes, but what I mean is a dependent. Dependent is the person that you want to have insurance, healthcare insurance as well with you. Beneficiary is the one that will receive the benefit in case something happened to you. Oh, oh, yeah, I got you. Yeah, if, I wanted my husband to be there, but yeah, it's fine. No, just employees. Just employee. Just employee, okay. Okay. Okay. Employee only. Okay, I will make the changes. So- Okay. ... um, do you have any other question? No, I, I'm sorry. I was really confused that time because it was my first time to sign up like that because, uh, but with the, when I was working in Taiwan, it was not me who just fill out the forms. It's my, uh, um, kind of like my agent, something like that. So I was- Okay. I understand. I don't know about it. For real. It's okay. I don't know about it. Don't worry about it. We will take care of it. Okay. Uh-huh. Okay, ma'am. Thank you. So thank you, thank you for dance with our call from Benefits in a Card. Have a wonderful day. Okay. Okay, bye-bye. Thank you, bye. Your job is done on time? No, it's, it's, uh, remember the, uh-

Conversation Format

Speaker None: Your call may be monitored or recorded for quality assurance purposes. Hello, may I speak with Madeline Rose there? Who is this? This is Benefits in a Card calling on behalf of Focus Workforce Management. Oh, yes, ma'am. Hi, Ms. Madeline. Um, we're processing the enrollment forms for healthcare coverage to request coverage for employee plus a spouse, but we don't have the spouse information. So the question now is you still want it for employee plus a spouse or just for employee? Oh, yeah, maybe for just employee, ma'am. Just employee? Oh, okay, ma'am. Okay. I will make the changes. Uh, do you have any question for us? No. I mean, yeah, uh, but he can be my like, uh, beneficiary, yeah? Okay, um, let me check. We have a beneficiary which is a Matthew Phillips. Matthew, yeah, that's, that's my husband. Yes, but what I mean is a dependent. Dependent is the person that you want to have insurance, healthcare insurance as well with you. Beneficiary is the one that

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