

Transcript: Sara

Marulanda-5346988689670144-5914251209687040

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and Encourage. My name is Sarah. May I have your name, please? Lynn, L-Y-N-N. Gardenhire, G-A-R-D-E-N-H-I-R-E. Hello, Mr. Gardenhire. How may I help you? Um... Well, I'm filling out the paperwork so I can start working at this, uh, place, and, um, it says I need to either call or go to this website, and I can't figure out how to get on the- the website. I keep typing in, just comes up to something else. So I figured I needed to call. So, yeah. Okay. Sure. Let me help you with that. It's okay. Let me help you with that. Um, mm, may I have, please, the name of the agency that you are applying with and the last four of your Social? Uh, the agency is, uh, WorkSource, um, in Arkansas, and, um, my Social is 4505. Give me just a minute. Okay. Um, because you are that new in the company, uh, they have not sent us your profile yet. So there is two things that we can do. One, uh, we can go ahead create a profile for you and, uh, decline you or enroll you on that healthcare, uh, coverage. Or you can wait until the company send us your profile and, uh, we can go from there. Whatever works better for you. Well, um, I don't know which would be better, 'cause I'm trying to do all the paperwork, but part of the paperwork is... Um, I signed it, but it keeps going back to, um... To the same page. Okay. Well, I think- ... doing this part, so. I got you. I think what we can do is, uh, go ahead create your profile if you feel com- I mean, if you feel okay providing me that information, and then, uh, we can go from there. If you want to enroll on healthcare benefits, perfect. If you don't want, it's okay as well. This is just, um... I mean, it's nothing that you have to do. It's, it's optional. So... But once we create a profile, that's gonna give the system the information that you already created. Well, let me call the lady back, the person I've been talking to, see what she says, and if I need to, I'll call you back. Okay. Sure. That's no problem. All right. Thank you. All right. You're more than welcome. Have a great day. You too. Bye. Okay. Thank you. Bye.

Conversation Format

Speaker None: Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and Encourage. My name is Sarah. May I have your name, please? Lynn, L-Y-N-N. Gardenhire, G-A-R-D-E-N-H-I-R-E. Hello, Mr. Gardenhire. How may I help you? Um... Well, I'm filling out the paperwork so I can start working at this, uh, place, and, um, it says I need to either call or go to this website, and I can't figure out how to get on the- the website. I keep typing in, just comes up to something else. So I figured I needed to call. So, yeah. Okay. Sure. Let me help you with that. It's okay. Let me help you with that. Um, mm, may I have, please, the name of the agency that you are applying with and the last four

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