

Transcript: Sara

Marulanda-5492954061520896-6501101265928192

Full Transcript

Thank you for calling... Thank you for calling Benefits in a Car. My name is Sarah. May I have your name? Letasia Folks. Hello, ma'am. Hello. There's a lot of background noise. How may I help you? Yes, ma'am. Can you hear me? Yes. Hello, how are you? Um, you're breaking in and out, but, um, I can hear you now. Um, I was calling to, um, set up benefits. I was trying to do it online but they said I was unable to, to call, call the 1-800 number. Okay, let me check that for you. May I have please, um, the name of the agency that you are working with and the last four digits of your Social? Um, Oxford Global Resources, and the last four is 4805. And your last name again? Folks. Okay, Ms. Folks. And just for security purposes can you please verify your address and date of birth? Um, address is 509 Tallesee Loop, St. Cloud, Florida 34771. Date of birth is 01-28-1987. And is your email N-C-F-O-L-K-E-S @gmail.com, like N-C then your last name @gmail.com? That's correct, yes. And is your phone number 954-736-0604? Yes. Thank you very much. Okay. Um, the system does not let you enroll because as you have different hire dates, so we... I, I gonna have to send an eligibility review to the main office for they to update the system. Okay. Once I get that done, um, we can do different things. Uh, I can go back to call you and then enroll by phone, or if you know what you would like to enroll add, just give me the information and once, uh, they update the info I will enroll you. Either way work for me. Yes. Um, I just want to enroll in the dental and, um... One second. Let me confirm. Let's say this... let me see here. It will be the dental and the disability. Short-term disability? Yes, for employee only, and the dental will be for employee and children. How many children? Two. Okay. I gonna need their information in order, I mean, to be able to put them on the syst- on the system. Okay. May I have... Okay. May I have a, the names, last names, uh, date of birth, um, gender, uh, and Social Security number, please? Okay. So the first one is Kaled, K-A-L-E-D. Last name is Rance, so that's R-A-N-C-E. Okay, got it. Um, and date of birth is 11-05-2011. Okay. And, um, what else did you need? Hmm. Okay. Uh, it's a boy or girl? It's boy. And that's name, date of birth. Uh... Add the Social Security number. Um, let me see if I have that on hand. Mm-hmm, mm-hmm. Uh... Um, I don't think I have that on hand. Maybe I'll have to call back when I get back. Okay. That's... Um, okay. That's okay. If he became eligible, um, I mean, if you became eligible to enroll, I will add the information and I'm gonna put zeros on the account. Okay? Okay. So that way you have the... Ma'am? You said you would put what on the account? I'm sorry. Zeros under the Social Security number- Oh, okay. ... I'm gonna put zero. Okay, okay. Yes. Got it. So, once, um, once you... Okay. You will have to give us a call or you- An update with the Social? Okay, that's fine. I can do that. Perfect. Okay. So we got a Kaled Rance, 11-05-2001, and it's a male. Mm-hmm. You got Kaled, right? K-A-L-E-D? Yes. Okay. Yes. Yes. Yes, ma'am. And, uh- Oh, when you're ready, say your name. ... and this next one is, uh, Carter, C-A-R-T-E-R, and the same last name, R-A-N-C-E. Uh, it's a boy. And, uh, date of birth is 06-17-2016. Uh, uh, June

17, 2016. That correct? Yes. That's correct. Okay. So, um, once I get that informa- I mean, the, the eligibility review back, I will be giving you a call. Uh, I will enroll you if you're eligible and let you know, and at the same time if you're not eligible, I will be giving you a call. Okay. Thank you very much. All righty, ma'am. Other than that, is there anything else that I can help you with? No, that'll do it. All righty, Ms. Folks. Uh, thank you for calling Benefits in a Car. Have a wonderful day. You too. Bye-bye. Thank you. Bye-bye.

Conversation Format

Speaker None: Thank you for calling... Thank you for calling Benefits in a Car. My name is Sarah. May I have your name? Letasia Folks. Hello, ma'am. Hello. There's a lot of background noise. How may I help you? Yes, ma'am. Can you hear me? Yes. Hello, how are you? Um, you're breaking in and out, but, um, I can hear you now. Um, I was calling to, um, set up benefits. I was trying to do it online but they said I was unable to, to call, call the 1-800 number. Okay, let me check that for you. May I have please, um, the name of the agency that you are working with and the last four digits of your Social? Um, Oxford Global Resources, and the last four is 4805. And your last name again? Folks. Okay, Ms. Folks. And just for security purposes can you please verify your address and date of birth? Um, address is 509 Tallesee Loop, St. Cloud, Florida 34771. Date of birth is 01-28-1987. And is your email N-C-F-O-L-K-E-S @gmail.com, like N-C then your last name @gmail.com? That's correct, yes. And is your phone number 954-736-0604? Yes. Thank you very much. Okay. Um, the system does not let you enroll because as you have different hire dates, so we... I, I gonna have to send an eligibility review to the main office for they to update the system. Okay. Once I get that done, um, we can do different things. Uh, I can go back to call you and then enroll by phone, or if you know what you would like to enroll add, just give me the information and once, uh, they update the info I will enroll you. Either way work for me. Yes. Um, I just want to enroll in the dental and, um... One second. Let me confirm. Let's say this... let me see here. It will be the dental and the disability. Short-term disability? Yes, for employee only, and the dental will be for employee and children. How many children? Two. Okay. I gonna need their information in order, I mean, to be able to put them on the syst- on the system. Okay. May I have... Okay. May I have a, the names, last names, uh, date of birth, um, gender, uh, and Social Security number, please? Okay. So the first one is Kaled, K-A-L-E-D. Last name is Rance, so that's R-A-N-C-E. Okay, got it. Um, and date of birth is 11-05-2011. Okay. And, um, what else did you need? Hmm. Okay. Uh, it's a boy or girl? It's boy. And that's name, date of birth. Uh... Add the Social Security number. Um, let me see if I have that on hand. Mm-hmm, mm-hmm. Uh... Um, I don't think I have that on hand. Maybe I'll have to call back when I get back. Okay. That's... Um, okay. That's okay. If he became eligible, um, I mean, if you became eligible to enroll, I will add the information and I'm gonna put zeros on the account. Okay? Okay. So that way you have the... Ma'am? You said you would put what on the account? I'm sorry. Zeros under the Social Security number- Oh, okay. ... I'm gonna put zero. Okay, okay. Yes. Got it. So, once, um, once you... Okay. You will have to give us a call or you- An update with the Social? Okay, that's fine. I can do that. Perfect. Okay. So we got a Kaled Rance, 11-05-2001, and it's a male. Mm-hmm. You got Kaled, right? K-A-L-E-D? Yes. Okay. Yes. Yes. Yes, ma'am. And, uh- Oh, when you're ready, say your name. ... and this next one is, uh, Carter,

C-A-R-T-E-R, and the same last name, R-A-N-C-E. Uh, it's a boy. And, uh, date of birth is 06-17-2016. Uh, uh, June 17, 2016. That correct? Yes. That's correct. Okay. So, um, once I get that informa- I mean, the, the eligibility review back, I will be giving you a call. Uh, I will enroll you if you're eligible and let you know, and at the same time if you're not eligible, I will be giving you a call. Okay. Thank you very much. All righty, ma'am. Other than that, is there anything else that I can help you with? No, that'll do it. All righty, Ms. Folks. Uh, thank you for calling Benefits in a Car. Have a wonderful day. You too. Bye-bye. Thank you. Bye-bye.