

## **Transcript: Sara**

**Marulanda-5616367346040832-6195492783833088**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Hello, may I help you with, uh, Aponte Grampus? Yeah. Who's calling? Hello, Mr. Grampus. This is Benefits Center calling on behalf of Superior Skilled Trades. Yes, ma'am. Sir, we're processing the enrollment, uh, for healthcare coverage. You request coverage for employee plus family, but we don't have the dependent's information. We don't have the spouse or children- No, ma'am. Um, no, ma'am I, I didn't mean to, um, apply for coverage. I didn't want any coverage. Don't want insurance out of my check, please. Okay. So you want to cancel that? Is th- that correct? Yes, ma'am. Yes, ma'am. Okay. Give me a minute, please... Okay. I already make the cancellation. Uh, you're not gonna have any deductions on the... O- okay. Just remember you have until May the 30th to enroll if you change your mind. Okay, sir? Okay. All righty. Other than that, do you have any other questions for me? No, ma'am. Um, matter of fact, um, I was wondering, did I file exempt on my tax returns, my tax forms? Okay. Anything related to taxes, you need to contact HR, HR department, because we are just the healthcare administrators. Okay. That's all. Thank you. All righty, sir. Have a wonderful night, and thank you for answer our call from Benefits Center. You too. Thanks.

### **Conversation Format**

Speaker None: Your call may be monitored or recorded for quality assurance purposes. Hello, may I help you with, uh, Aponte Grampus? Yeah. Who's calling? Hello, Mr. Grampus. This is Benefits Center calling on behalf of Superior Skilled Trades. Yes, ma'am. Sir, we're processing the enrollment, uh, for healthcare coverage. You request coverage for employee plus family, but we don't have the dependent's information. We don't have the spouse or children- No, ma'am. Um, no, ma'am I, I didn't mean to, um, apply for coverage. I didn't want any coverage. Don't want insurance out of my check, please. Okay. So you want to cancel that? Is th- that correct? Yes, ma'am. Yes, ma'am. Okay. Give me a minute, please... Okay. I already make the cancellation. Uh, you're not gonna have any deductions on the... O- okay. Just remember you have until May the 30th to enroll if you change your mind. Okay, sir? Okay. All righty. Other than that, do you have any other questions for me? No, ma'am. Um, matter of fact, um, I was wondering, did I file exempt on my tax returns, my tax forms? Okay. Anything related to taxes, you need to contact HR, HR department, because we are just the healthcare administrators. Okay. That's all. Thank you. All righty, sir. Have a wonderful night, and thank you for answer our call from Benefits Center. You too. Thanks.