Transcript: Sara Marulanda-5738513811816448-612018993935168

Full Transcript

Your call may be monitored- Hello. ... for quality assurance purposes. Yeah. Hi. May I speak with Jason Isaac? You're speaking to him. Hi, sir. This is Benefits in a Card calling on behalf of OnTrack Staffing. Um... Yes, ma'am. Mr., Mr. Jason, we are processing the, the enrollment forms, uh, for healthcare coverage. You request coverage for employee plus family, but we only have a- your spouse as dependent. We don't have any children. So the- Yeah. My- ... the question- Um, I have... Since I filled out that information, I have given my two weeks' notice. I'm leaving the 2nd of May as my last day. Okay. Okay. Um, no, um. Mm-hmm. Okay. I, I am really sorry to hear that. Uh- Oh, no problem. ... my, my question is, because we have to, to have the correct information. Mm-hmm. We're not the staffing, we're just an- the healthcare administrators. Right. This is only concerned to the healthcare. So, uh, because you're not gonna be with the company anymore- Mm-hmm. ... I will need to fix this issue before you leave, because what we have here is a coverage for employee plus family that include children and a spouse, but we only have the, the ch- the spouse information. So would you like me to change that for employee plus spouse? That way whenever it cancel, we won't have any, uh, like red flag informing that- Sure. ... we're missing information. Yeah. I'm- Is that okay with you? That'll be fine. Uh, my wife still, at this time, does not have her social. Okay. She's supposed to get that probably within the next two months. Okay. But, uh... But then you're gonna be already out of the company so- Right. ... that's not a big a deal. I just need to, to fix this, uh, coverage level mismatch issue. Uh, and thank God I was able to get in touch with you. So if that's okay with you for me to change the coverage- Yeah. Sure. ... for employee plus children. But, I mean- Yeah. ... plus the spouse only. Okay. So- Yes, ma'am. ... that's what I'm gonna do. That way we're not gonna have any more red flag on the system, and, um, once you're not with the company anymore, um, well, I don't think there is going to be any deductions. Let me see. Well, uh, probably... Have you already seen any deductions yet? Honestly, I haven't really seen even a pay stub yet. Oh, okay. So basically no, no, no deductions. You're right. Okay, sir. So I'll... Let me make the changes already. Yes, let me make the changes and, uh, the coverage will cancel himself once you're out of the company anyway. It hasn't been activated due to no deductions from paycheck. Okay. All righty, sir. All right. Thank you. Um, do you have any other question for me? Mm-hmm. My pleasure, sir. Um, actually, the only question I could say is, is there any way possible you can s- move SMS out to Florida? That'd be wonderful. Um... That's a joke, by the way. like, no, we cannot. Okay, sir. Very funny. Have a wonderful- All right. ... day, sir. Um, thank you for the- You too, man. Thank you. ... for accepting our call. Bye bye. Bye bye. Bye.

Conversation Format

Speaker None: Your call may be monitored- Hello. ... for quality assurance purposes. Yeah. Hi. May I speak with Jason Isaac? You're speaking to him. Hi, sir. This is Benefits in a Card calling on behalf of OnTrack Staffing. Um... Yes, ma'am. Mr., Mr. Jason, we are processing the, the enrollment forms, uh, for healthcare coverage. You request coverage for employee plus family, but we only have a- your spouse as dependent. We don't have any children. So the- Yeah. My- ... the question- Um, I have... Since I filled out that information, I have given my two weeks' notice. I'm leaving the 2nd of May as my last day. Okay. Okay. Um, no, um. Mm-hmm. Okay. I, I am really sorry to hear that. Uh- Oh, no problem. ... my, my question is, because we have to, to have the correct information. Mm-hmm. We're not the staffing, we're just an- the healthcare administrators. Right. This is only concerned to the healthcare. So, uh, because you're not gonna be with the company anymore- Mm-hmm. ... I will need to fix this issue before you leave, because what we have here is a coverage for employee plus family that include children and a spouse, but we only have the, the ch- the spouse information. So would you like me to change that for employee plus spouse? That way whenever it cancel, we won't have any, uh, like red flag informing that- Sure. ... we're missing information. Yeah. I'm- Is that okay with you? That'll be fine. Uh, my wife still, at this time, does not have her social. Okay. She's supposed to get that probably within the next two months. Okay. But, uh... But then you're gonna be already out of the company so- Right. ... that's not a big a deal. I just need to, to fix this, uh, coverage level mismatch issue. Uh, and thank God I was able to get in touch with you. So if that's okay with you for me to change the coverage- Yeah. Sure. ... for employee plus children. But, I mean- Yeah. ... plus the spouse only. Okay. So- Yes, ma'am. ... that's what I'm gonna do. That way we're not gonna have any more red flag on the system, and, um, once you're not with the company anymore, um, well, I don't think there is going to be any deductions. Let me see. Well, uh, probably... Have you already seen any deductions yet? Honestly, I haven't really seen even a pay stub yet. Oh, okay. So basically no, no, no deductions. You're right. Okay, sir. So I'll... Let me make the changes already. Yes, let me make the changes and, uh, the coverage will cancel himself once you're out of the company anyway. It hasn't been activated due to no deductions from paycheck. Okay. All righty, sir. All right. Thank you. Um, do you have any other question for me? Mm-hmm. My pleasure, sir. Um, actually, the only question I could say is, is there any way possible you can s- move SMS out to Florida? That'd be wonderful. Um... That's a joke, by the way. like, no, we cannot. Okay, sir. Very funny. Have a wonderful- All right. ... day, sir. Um, thank you for the- You too, man. Thank you. ... for accepting our call. Bye bye. Bye bye. Bye.