

Transcript: Sara

Marulanda-5750853240012800-6713422788345856

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Good morning. May I assist with Alan Clay? Uh, who's calling? Hello, Mr. Clay. This is Benefits in a Card calling on behalf of Source Staffing. Yes, hello. Sir, we are processing the enrollment for healthcare coverage. You request coverage for employee plus child, but we don't have the child information. So, do you still want the child under your healthcare coverage? Yes, ma'am. Uh, I gotta get the social security from the mother of the child. Okay, what we can do is, uh, we can go ahead and add the, I mean, put the name, eh, last name, gender and date of birth. We can put- And it's for Source? Yes. Okay. We can put All right. ... zero as social security and you can give us the call back later on once you've added the information. All right. Her name is Azaria. R-O-S-A-R-I-O? Rosario? Uh, A, capital A. Uh, uh, apostrophe, capital Z, lowercase A-R-I-A. A, apostrophe, capital- I mean, capital A, apostrophe, capital Z, then A-R-I-A. Accurio? Yes, ma'am. Uh, Azaria. Oh, a Z instead of C. Z as in zebra? Z. Yes, ma'am. Okay. Z, Zaria. Uh, any middle initial? Uh, S for Senita. S as in Sierra? Okay. And a last name? Taylor as in Taylor Made. T-A-Y-L-O-R. Okay. So I'm gonna put zero as, as social security number. Uh, I see- Yes. ... child. It's a male or female? Female. And, um, Azaria, date of birth. 12/05/2024. Okay. December 5th, 2024? Yes, ma'am. Okay, sir. Give me just a minute, please. Yeah. Okay, your information has been saved. Uh, the one more thing that we're missing is, uh, for the, uh, beneficiary, ha- like, who would you like to receive your term life's benefit in case something happens- Azaria. The same person. Okay. Yeah. 100% for her? Ma'am? 100% for her? Yes. Okay. All righty. So, uh, you already have her here. The only thing we're missing is the social security number, but you will, um, you will provide that later on. Is that correct? Yes, ma'am. All righty, sir. So I think that's pretty much all what we need. Uh, do you have any questions for me? No, ma'am. All righty, Mr. Allen. Thank you for answering our call from Benefits in a Card with you. Do have a wonderful day, sir. All right. You too. Thank you. Bye-bye. Bye. No, it's okay.

Conversation Format

Speaker None: Your call may be monitored or recorded for quality assurance purposes. Good morning. May I assist with Alan Clay? Uh, who's calling? Hello, Mr. Clay. This is Benefits in a Card calling on behalf of Source Staffing. Yes, hello. Sir, we are processing the enrollment for healthcare coverage. You request coverage for employee plus child, but we don't have the child information. So, do you still want the child under your healthcare coverage? Yes, ma'am. Uh, I gotta get the social security from the mother of the child. Okay, what we can do is, uh, we can go ahead and add the, I mean, put the name, eh, last name, gender and date of birth.

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