

## **Transcript: Sara**

**Marulanda-5782933638660096-6529159325728768**

### **Full Transcript**

Your call is being monitored- Hello. ... or recorded for quality assurance purposes. Can I speak with Brett Garrison? Yeah. Hello, Mr. Garrison. This is Benefits in a Card calling on behalf of Lingua Staffing. Uh-huh. Um, Mr. Garrison, uh, we're calling you because you request healthcare coverage for yourself and your spouse but we're missing your spouse information. So- I don't have a spouse. Okay. So let me change that. So you want the coverage for employee only? Uh, no, I have a son but I, I just got full custody of my son, so I'm just gonna, uh, let it be as it is. Okay, hold on. Uh, uh, what we got in the system is employee plus a spouse. So you said you don't have a spouse, so you want to change it for employee plus child? Yeah. Okay. Give me just a minute. Okay, and may I... Well, we're going to need the child information, like name, last name, Social Security number, um, gender and date of birth. Okay. Well, I can get... I don't have his Social Security card. I have to get back with you on that. It's okay. We can put zeros and, uh, you can give us a call back with the Social Security number. That's no problem. All right, sounds good. All righty. So which one is the first name? Brett Douglas Garrison II, that's the father, and Brett Douglas Garrison III, that's my child. Okay, give me just a minute. Brett Douglas Garrison III. His birthday is 9/3/10. Okay, male and he's a child. Uh, we're going to put zeros as the social until you give us a call back, okay? All right, thank you. All righty. You're more than welcome, um- Bye-bye. Just to let you know that, uh...

### **Conversation Format**

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