

## **Transcript: Sara**

**Marulanda-5787421328228352-6264499806879744**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Hello? May I speak with, um, Andre Scurry? This is Andre. Hello, Mr. Scurry. This is Benefits in a Card calling on behalf of MAUS Staffing. Uh-huh. Sir, we're processing the enrollment forms for healthcare coverage. You request coverage for employee plus child, but if you add a spouse information. So the question is you want for employee plus child only, or employee plus child plus spouse? Can you say that again? Because I can't, really can't hear you. It sound like, uh, from far away. Okay. Can, can you hear me better there? Let me look. Hello? Okay. Can you hear me better? Uh-huh. Okay. We're processing the enrollment forms for healthcare coverage. Uh-huh. You request coverage for employee plus child, but to add a spouse information to the request. So the question is, do you want the coverage for employee plus children only, or you want for the whole family, including the spouse? On which, um, benefit? For the healthcare. For the healthcare. You request, uh, you request to be enrolled on dental, term life, critical illness, MSE stand-alone and group accident. Yeah. Not on... Okay, I don't want them on medical. I don't want them on dental, because they already got insurance. Um, den- no dental. Um, the life insurance- You request what? You request dental, short-term disability, illness and MSE stand-alone for employee only. And group accident and term life for employee plus children. Yeah. Okay. I don't want them to have... There are no health insurance for the kids. Uh, em- employer only for the health insurance, the dental, the, um, stuff like that. Okay. Now, your spouse. You add a London Scurry as your spouse. No, um, no. All the, the names I named was my children. Okay, so child. Okay. So let me- Yeah. ... fix that. Just a minute. All right. The child. Okay. London Scurry, uh, child, female, and she was born on August 15th, 2023. Is that correct? August 15th? Yeah. Okay. And we have Melody from January 28th, 2022. Mm-hmm. 29th. I meant January 29th. I'm sorry? You just said the month and the day- the month and year. Yes. Uh, um, Melody- Okay, okay. ... is from January 28th, 2022. Is that correct? Yeah. Okay. Marley is from June 27th, 2014. Yes. And Jayla is, uh, February 15th, 2013. Yes. Okay. We are missing their Social Security number. Um, can you provide us with that information? Uh, yes, but is it any kind of way you could send me like, a, um, like a email so I can go ahead and put, go in there and put the stuff in there? 'Cause right now I don't have time. I'm trying to get ready for work. But, um, yeah, um, if somebody can send me- You can... an email and like, try... Go ahead. Well, what you can do is, is you can give us a time, uh, I mean a call whenever you have time. Just to let you know, the coverage is gonna be for employee plus children. Uh, but in case something happen to the kids, uh, they're not gonna be... I mean, their coverage is not gonna be activated unless, uh, we get the Social Security number. But you can give us a ti- a call anytime. Uh, we're here Monday through Friday, 8:00 AM until 8:00 PM. And I can just call this number back? Sir? I can just call this number back? Yes, yes. You just need to give us a call and, um, provide us the information. That's it. Okay.

All right then. Okay. Thank you. You're more than welcome. Um, now, you ha- because you have term life, you need a beneficiary. Who would you like to receive the term life benefit in case something happened to you? How much was the ter- um, beneficiary thing? 'Cause I didn't know if I can pick how much I wanted to do, or was it just \$10,000, something like that? Uh, it was just a flat fee, and it is \$20,000. \$20,000. Them, out of names I put down, them kids, I wanted them as my beneficiary. Ah, you want by 25% each one? Yeah. And how would I be able to increase that if I can't? No, that's the only amount there, um, that we allow you to, uh, get benefit for. Oh, okay. Yeah. Only that amount. Okay, so, uh, let me put them 25% for each kid, right? Mm-hmm. Okay, so that's perfect. Do you have any questions for us? No, that's it. Um, yeah. Okay, no- I'll just give you a call back. Yeah, we just, uh, gonna be pending on your, um, call with the Social Security numbers. Okay, all right. That sounds good. All righty. So thank you for that with our call from Benefits in a Car. Have a wonderful day. All right, thank you too. Bye-bye. Thanks.

## Conversation Format

Speaker None: Your call may be monitored or recorded for quality assurance purposes. Hello? May I speak with, um, Andre Scurry? This is Andre. Hello, Mr. Scurry. This is Benefits in a Card calling on behalf of MAUS Staffing. Uh-huh. Sir, we're processing the enrollment forms for healthcare coverage. You request coverage for employee plus child, but if you add a spouse information. So the question is you want for employee plus child only, or employee plus child plus spouse? Can you say that again? Because I can't, really can't hear you. It sound like, uh, from far away Okay. Can, can you hear me better there? Let me look. Hello? Okay. Can you hear me better? Uh-huh. Okay. We're processing the enrollment forms for healthcare coverage. Uh-huh. You request coverage for employee plus child, but to add a spouse information to the request. So the question is, do you want the coverage for employee plus children only, or you want for the whole family, including the spouse? On which, um, benefit? For the healthcare. For the healthcare. You request, uh, you request to be enrolled on dental, term life, critical illness, MSE stand-alone and group accident. Yeah. Not on... Okay, I don't want them on medical. I don't want them on dental, because they already got insurance. Um, den- no dental. Um, the life insurance- You request what? You request dental, short-term disability, illness and MSE stand-alone for employee only. And group accident and term life for employee plus children. Yeah. Okay. I don't want them to have... There are no health insurance for the kids. Uh, em- employer only for the health insurance, the dental, the, um, stuff like that. Okay. Now, your spouse. You add a London Scurry as your spouse. No, um, no. All the, the names I named was my children. Okay, so child. Okay. So let me- Yeah. ... fix that. Just a minute. All right. The child. Okay. London Scurry, uh, child, female, and she was born on August 15th, 2023. Is that correct? August 15th? Yeah. Okay. And we have Melody from January 28th, 2022. Mm-hmm. 29th. I meant January 29th. I'm sorry? You just said the month and the da- the month and year. Yes. Uh, um, Melody- Okay, okay. ... is from January 28th, 2022. Is that correct? Yeah. Okay. Marley is from June 27th, 2014. Yes. And Jayla is, uh, February 15th, 2013. Yes. Okay. We are missing their Social Security number. Um, can you provide us with that information? Uh, yes, but is it any kind of way you could send me like, a, um, like a email so I can go ahead and put, go in there and put the stuff in

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