

## **Transcript: Sara**

**Marulanda-5901652056293376-5661257435136000**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Hello. May I speak with Shadaya Fields? Hello. May I speak with Shadaya Fields? Hello. Hello. Hello. Are you Ms. Fields? Yes. Hi, Ms. Fields. This is Benefits in a Cart calling on behalf of Source Staffing. Of who? Source Staffing. Source Staffing, the temporary agency. Okay. Ma'am, we're processing the enrollment forms for healthcare coverage. You request coverage for employee plus a spouse, but we don't have the spouse information. So the question is- Oh. ... do you still want... Go ahead, ma'am. I'm sorry. You can go ahead. Yeah, um, the question is do you still want coverage for yourself and, uh, and your spouse or just yourself? Both. Okay. So I gonna need, um, the spouse name, last name, uh, Social Security number, gender and date of birth. Do you have that information? Um, I can do it on the app. Okay. At this moment... Yes, you can do it, but at this moment the coverage is gonna change to for employee only. Okay. So once you added over there, you will have to, um, choose employee plus the spouse again, okay? Okay. All righty, ma'am. Do you have any questions for us? No, ma'am. Thank you. All righty. So thank you for with our call from Benefits in a Cart. Have a wonderful day. Mm-hmm.

### **Conversation Format**

Speaker None: Your call may be monitored or recorded for quality assurance purposes. Hello. May I speak with Shadaya Fields? Hello. May I speak with Shadaya Fields? Hello. Hello. Hello. Are you Ms. Fields? Yes. Hi, Ms. Fields. This is Benefits in a Cart calling on behalf of Source Staffing. Of who? Source Staffing. Source Staffing, the temporary agency. Okay. Ma'am, we're processing the enrollment forms for healthcare coverage. You request coverage for employee plus a spouse, but we don't have the spouse information. So the question is- Oh. ... do you still want... Go ahead, ma'am. I'm sorry. You can go ahead. Yeah, um, the question is do you still want coverage for yourself and, uh, and your spouse or just yourself? Both. Okay. So I gonna need, um, the spouse name, last name, uh, Social Security number, gender and date of birth. Do you have that information? Um, I can do it on the app. Okay. At this moment... Yes, you can do it, but at this moment the coverage is gonna change to for employee only. Okay. So once you added over there, you will have to, um, choose employee plus the spouse again, okay? Okay. All righty, ma'am. Do you have any questions for us? No, ma'am. Thank you. All righty. So thank you for with our call from Benefits in a Cart. Have a wonderful day. Mm-hmm.