

Transcript: Sara

Marulanda-5960402857541632-4526746087636992

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hello? May I speak with Shakira Brooks? Who the call- Yes, this is Benefits in a Card calling on behalf of On Track Staffing. Who? Ms. Brooks, we're processing the enrollment forms for healthcare coverage and on your enrollment form to request coverage for employee plus family, but we are missing the spouse information. We only have the children information. So the question is, do you still wanted employee plus family or just employee plus children? Children. Children only. Okay, ma'am. Um, do you have any questions for us before we disconnect the call? Um, I was trying to see about my background check. Am I going to need my background? Okay. Uh, this question must be directed to the HR department. For On Track Staffing, we are, uh, just the administrators, the healthcare administrators. Okay. So do I have to sign anything? No, you need to contact On Track Staffing for them to provide you with that, um, background, um, results information. We don't have that information. We are Benefits in a Card, the administrators for the healthcare coverage. Oh, so y'all just calling about the information- The... that y'all need? Yes, ma'am. Oh, okay. Um- And, and one last thing before I let you go, Ms. Brooks. Uh, we're missing a beneficiary as well. Like who would you like to receive your term life benefit in case something happened to you? Uh... Term life benefit? Yeah, like, like, like your healthcare insu- like your life insurance. Like if something happened to you, um, who would you like to receive the term life benefit then? Uh... Just a moment. I don't know. Um, I would say my mom. Okay, which one is your mom's name? Annabelle Jones. It's double N or just one? Yes, double N. A-N-N-A B-E-L-L-E. That's one word. Jones. Oh, okay. Is there any middle initial? Uh, no. Not that I know of. Okay. And she's your mom. And 100% for her. Is that correct? Uh-huh. Okay, ma'am. So I think that's pretty much all the information we need. Um, about the, um, background check. Yes. You will have to contact On Track Staffing and I think we're pretty much done with this call. Um, do you have any other questions for us, ma'am? No, ma'am. Alrighty, ma'am. So have a wonderful day and thank you for answering our call from Benefits in a Card. Okay, you ... Thank you. Bye-bye. Bye.

Conversation Format

Speaker None: Your call may be monitored or recorded for quality assurance purposes. Hello? May I speak with Shakira Brooks? Who the call- Yes, this is Benefits in a Card calling on behalf of On Track Staffing. Who? Ms. Brooks, we're processing the enrollment forms for healthcare coverage and on your enrollment form to request coverage for employee plus family, but we are missing the spouse information. We only have the children information. So the question is, do you still wanted employee plus family or just employee plus children?

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