

Transcript: Sara

Marulanda-5991302308511744-4628701267836928

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hello, may I speak with David Vannatter? Hello, Mr. Vannatter. This is Benefits in a Card calling on behalf of Focus Workforce Management. Yes. Hi, sir. With the ... purchasing the enrollment forms for the healthcare coverage, you request coverage for employee plus a spouse, but we don't have the spouse information. So the question is, do you still want that coverage for employee plus a spouse or just for yourself? Um, wait, what was the question? I'm sorry. Okay. You request coverage, healthcare coverage, for yourself and your spouse, but there- For my- ... is no spouse information. For my spouse? Yes. Y- yes. Okay. We don't have any of the spouse information, a name, date of birth, Social Security number, nothing. So the question is, do you still want the coverage for yourself and your spouse or just for yourself? For myself and my spouse. Okay. So, uh, we're gonna need the dependent information, your spouse information. Okay. So, uh, could you please provide us her name, last name, Social Security number- First name, his, his, his first name is Andrew and his last name is the same as mine. A-N-D-R-E-W? V-A-N-A-T-O-R. Okay, no. What... I'm sorry what I mean is the first name is Andrew, A-N-D-R-E-W? Yes. Okay. Vannator, last name, and the Social Security number? I don't know a Social Security number by heart. Mm. Okay. In that case, what I can do is I can put zeros, but once you get the, the information, uh, you will need to give us a call back and provide that information, okay? Okay. Okay. Give me just a minute. Okay. Spouse gender? Male. Okay. And the date of birth? Um, March 20th of 1985. 85. Okay. It has been added and we got everything I think, so... Yes, the only thing we need to wait now is, uh, once you start working with the company, you need to allow one to two weeks for, uh, your employer to start making deductions. Once you see the first deduction, that means the following month that that's when the coverage became active. And, uh, you're gonna receive the ID cards by the end of that same week. Uh- Okay. ... the medical or hospital indemnity ID card is gonna be sent to your email address only. But if you want to receive a hard copy, just send us... Uh, I mean, give us a call and tell to anyone here that you would like to request a hard copy for your mail and we make the... we will make the request for you. Okay. What company is this for? This is for Focus Workforce Management. Repeat that again. Focus Workforce Management. It's like F-W-O... Okay. Focus. Focus. Is that what you said? Workforce. Okay. Focus Workforce Management. Okay. Okay. Do you have any questions for me? No. All right, sir. So thank you for answering our call. I wish you too have a wonderful day, sir. All right. Bye.

Conversation Format

Speaker None: Your call may be monitored or recorded for quality assurance purposes. Hello, may I speak with David Vannatter? Hello, Mr. Vannatter. This is Benefits in a Card calling on behalf of Focus Workforce Management. Yes. Hi, sir. With the ... purchasing the enrollment forms for the healthcare coverage, you request coverage for employee plus a spouse, but we don't have the spouse information. So the question is, do you still want that coverage for employee plus a spouse or just for yourself? Um, wait, what was the question? I'm sorry. Okay. You request coverage, healthcare coverage, for yourself and your spouse, but there- For my- ... is no spouse information. For my spouse? Yes. Y- yes. Okay. We don't have any of the spouse information, a name, date of birth, Social Security number, nothing. So the question is, do you still want the coverage for yourself and your spouse or just for yourself? For myself and my spouse. Okay. So, uh, we're gonna need the dependent information, your spouse information. Okay. So, uh, could you please provide us her name, last name, Social Security number- First name, his, his, his first name is Andrew and his last name is the same as mine. A-N-D-R-E-W? V-A-N-A-T-O-R. Okay, no. What... I'm sorry what I mean is the first name is Andrew, A-N-D-R-E-W? Yes. Okay. Vannator, last name, and the Social Security number? I don't know a Social Security number by heart. Mm. Okay. In that case, what I can do is I can put zeros, but once you get the, the information, uh, you will need to give us a call back and provide that information, okay? Okay. Okay. Give me just a minute. Okay. Spouse gender? Male. Okay. And the date of birth? Um, March 20th of 1985. 85. Okay. It has been added and we got everything I think, so... Yes, the only thing we need to wait now is, uh, once you start working with the company, you need to allow one to two weeks for, uh, your employer to start making deductions. Once you see the first deduction, that means the following month that that's when the coverage became active. And, uh, you're gonna receive the ID cards by the end of that same week. Uh- Okay. ... the medical or hospital indemnity ID card is gonna be sent to your email address only. But if you want to receive a hard copy, just send us... Uh, I mean, give us a call and tell to anyone here that you would like to request a hard copy for your mail and we make the... we will make the request for you. Okay. What company is this for? This is for Focus Workforce Management. Repeat that again. Focus Workforce Management. It's like F-W-O... Okay. Focus. Focus. Is that what you said? Workforce. Okay. Focus Workforce Management. Okay. Okay. Do you have any questions for me? No. All righty, sir. So thank you for answering our call. I wish you too have a wonderful day, sir. All right. Bye.