

Transcript: Sara

Marulanda-6039765870395392-4670950297255936

Full Transcript

Hello. Your call may be monitored or recorded for quality assurance purposes. Hello? Hi. May I speak with Mr. Cox, William Cox? Yes, ma'am. This is him. Hello, Mr. Cox. This is Sarah calling from Benefits in a Card on behalf of Focus Workforce Management. All right. Okay. So, um, we were checking the ID cards, um, they're, they show up in the system as lapsed, so the dependents does not have coverage anymore. You don't need a new cards, because you keep, uh, with the same ID number and with the same group and all the information will be the same. The policy number and everything is the same. It's just that if, um, it's showing a family but the, the dependents are not active anymore. All right. Thank you. Okay. So, yes, uh, you're free to use that ones. Um, do you have any other question for me? No, ma'am. That's all. Thank you. All righty, sir. So, thank you for answer our call from Benefits in a Card. Have a wonderful day. Thank you. You too. Okay. Thank you. Mm, bye-bye. Goodbye.

Conversation Format

Speaker None: Hello. Your call may be monitored or recorded for quality assurance purposes. Hello? Hi. May I speak with Mr. Cox, William Cox? Yes, ma'am. This is him. Hello, Mr. Cox. This is Sarah calling from Benefits in a Card on behalf of Focus Workforce Management. All right. Okay. So, um, we were checking the ID cards, um, they're, they show up in the system as lapsed, so the dependents does not have coverage anymore. You don't need a new cards, because you keep, uh, with the same ID number and with the same group and all the information will be the same. The policy number and everything is the same. It's just that if, um, it's showing a family but the, the dependents are not active anymore. All right. Thank you. Okay. So, yes, uh, you're free to use that ones. Um, do you have any other question for me? No, ma'am. That's all. Thank you. All righty, sir. So, thank you for answer our call from Benefits in a Card. Have a wonderful day. Thank you. You too. Okay. Thank you. Mm, bye-bye. Goodbye.