

Transcript: Sara

Marulanda-6125125334253568-5696741141692416

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hello, may I speak with Timothy Matlock? Yes. Hello, Mr. Matlock. This is Benefits in a Card calling on behalf of Source Staffing. Okay. Sir, we are processing the enrollment forms for healthcare coverage. You request coverage for employee plus a spouse, but we don't have any of the spouse information. We don't have your dependent information. So at this moment the question is do you still want coverage for employee plus a spouse, or just employee? Me and my spouse. Okay. In that case, we're gonna need name, last name, Social Security number, and her date of birth. I don't... She's outta town. I don't know her Social Security number. I know her date of birth, everything's set, but I don't know her- Okay. We can go ahead- I just- ... and, uh, put zeros as a Social Security number, but we gonna need for you to provide us that information as soon as you get it. Yeah. Now she, she's, she's from El Salvador. And another thing is she had breast cancer last year and she's going through chemo. She's taking chemo pills. So I don't know if that matters with the insurance or not, so. Um, I'm not sure about that, sir. We are just administrators. In that case, you will have to contact the provider of the insurance. And then we can- I, I, I know her date, I know her date of birth. Her name's Marina Matlock. Her date of birth is 9/13/53. But I do not know- Okay. Give me just a minute. ... her Social Security number. Okay. Just a minute while we, um, add her name. What is her first name? Marina. M-A-R-I-N-A. Marina. And her last name? Matlock. So, what I'm gonna do is I'm gonna put zeros as a Social Security number. And once you get information, just, uh, give us a call and provide that. That way we can put- I will. I will. ... it in the plan. But I don't, I don't know- Perfect. ... if she does get hired. I got, I go let Monday to let me know if I got... Like they do this background check and everything's set. So I don't know for sure- It's okay. We can- ... until I go back Monday. Yes. The coverage is not gonna be activated until, uh, you start making, I mean, getting paychecks. So it's just to have all this information ready ahead of time in case you get hired. Um, what is Ms. Marina date of birth? 9/13/53. 9/13/1953. Okay, perfect. So I think we already got the information we need and, um, if you have any questions or if you wanna provide us with a Social Security number once you get it, just please give us a call back. Okay, sir? Okay. Well, once I find that and everything set... We got passports, but I don't know where they're at. I think they're in there yet, but- Hmm. Well, I'm not sure if the social is on the password, passport. But, um, I mean, just once you get it, we'll send it. I mean, she's a, she's a legal citizen. That's out of salary. She's a legal citizen. She became legal about three years ago. Yes. Yes. Um, uh, the, the, they... We're asking for the social just for identification purposes once, uh, she get, uh, the whole information is at the doctor office. It's just that. Okay. All right, sir. Uh, do you have any questions for us? Any other questions? No. Just soon as I find out anything or... Because I know more about Monday if they'll get hired or not. So. Yes. That's okay. We will be waiting for that information. Okay? All right. I mean,

thank you. All righty, sir. All right. Have a great day and thank you for using our service from Benefits in a Card. You have a good weekend. Thank you. You as well, sir. Have a great weekend. Mm, bye bye.

Conversation Format

Speaker None: Your call may be monitored or recorded for quality assurance purposes. Hello, may I speak with Timothy Matlock? Yes. Hello, Mr. Matlock. This is Benefits in a Card calling on behalf of Source Staffing. Okay. Sir, we are processing the enrollment forms for healthcare coverage. You request coverage for employee plus a spouse, but we don't have any of the spouse information. We don't have your dependent information. So at this moment the question is do you still want coverage for employee plus a spouse, or just employee? Me and my spouse. Okay. In that case, we're gonna need name, last name, Social Security number, and her date of birth. I don't... She's outta town. I don't know her Social Security number. I know her date of birth, everything's set, but I don't know her- Okay. We can go ahead- I just- ... and, uh, put zeros as a Social Security number, but we gonna need for you to provide us that information as soon as you get it. Yeah. Now she, she's, she's from El Salvador. And another thing is she had breast cancer last year and she's going through chemo. She's taking chemo pills. So I don't know if that matters with the insurance or not, so. Um, I'm not sure about that, sir. We are just administrators. In that case, you will have to contact the provider of the insurance. And then we can- I, I, I know her date, I know her date of birth. Her name's Marina Matlock. Her date of birth is 9/13/53. But I do not know- Okay. Give me just a minute. ... her Social Security number. Okay. Just a minute while we, um, add her name. What is her first name? Marina. M-A-R-I-N-A. Marina. And her last name? Matlock. So, what I'm gonna do is I'm gonna put zeros as a Social Security number. And once you get information, just, uh, give us a call and provide that. That way we can put- I will. I will. ... it in the plan. But I don't, I don't know- Perfect. ... if she does get hired. I got, I go let Monday to let me know if I got... Like they do this background check and everything's set. So I don't know for sure- It's okay. We can- ... until I go back Monday. Yes. The coverage is not gonna be activated until, uh, you start making, I mean, getting paychecks. So it's just to have all this information ready ahead of time in case you get hired. Um, what is Ms. Marina date of birth? 9/13/53. 9/13/1953. Okay, perfect. So I think we already got the information we need and, um, if you have any questions or if you wanna provide us with a Social Security number once you get it, just please give us a call back. Okay, sir? Okay. Well, once I find that and everything set... We got passports, but I don't know where they're at. I think they're in there yet, but- Hmm. Well, I'm not sure if the social is on the passport, passport. But, um, I mean, just once you get it, we'll send it. I mean, she's a, she's a legal citizen. That's out of salary. She's a legal citizen. She became legal about three years ago. Yes. Yes. Um, uh, the, the, they... We're asking for the social just for identification purposes once, uh, she get, uh, the whole information is at the doctor office. It's just that. Okay. All righty, sir. Uh, do you have any questions for us? Any other questions? No. Just soon as I find out anything or... Because I know more about Monday if they'll get hired or not. So. Yes. That's okay. We will be waiting for that information. Okay? All right. I mean, thank you. All righty, sir. All right. Have a great day and thank you for using our service from Benefits in a Card. You have a good weekend. Thank you. You as well, sir. Have a great

weekend. Mm, bye bye.