

Transcript: Sara

Marulanda-6268688153919488-5908518907363328

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hello. May I speak with Jordan Turner? This is her. What can I do for you? Yeah, hi. Um, Ms. Turner, this is Benefits in a Card calling on behalf of OnTrack Staffing. Yes, ma'am. Ma'am, we're processing the enrollment forms for healthcare coverage. On that enrollment form, you request coverage for employee plus child, but we don't have any children information or the child information. We only have your information. So the question now is do you still want coverage for yourself and a child or just yourself? Myself and my child. I've still got all the information for her. Okay. Yes, we're gonna need that in order to add her to the coverage. How many children are they? Just the one. Okay. So let's go with the first name, please. Her name is Evelyn, E-V-E-L-Y-N-N. Okay. Any middle initial? Uh, I. And last name? Damron, D-A-M-R-O-N. D-A-M-R-O-N. Okay. And- Yes, ma'am. ... and Evelyn's Social Security number? Is 710-29-4122. We've got it. 710-29-4122. Child is female, and her date of birth? Is, uh, 12/1/22. 12/1/2022. Okay. I already saved the information, and I think that's pretty much all what we need. You need to allow one to two weeks for your employer to start making deductions. Once you see the first deduction, that means the following Monday, that's when the coverage became active. And you're gonna receive your ID card, okay, let me see, your medical ID card by the end of that week at your mailing address. All right. And I think that's pretty much all. Uh, do you have any question for us? No, not at all. Thank you very much. You're more than welcome, ma'am. Have a wonderful day, and thank you for answer with our call from Benefits in a Card. Yes, miss. Have a good day. You as well. Thank you. Mm, bye-bye. Bye-bye.

Conversation Format

Speaker None: Your call may be monitored or recorded for quality assurance purposes. Hello. May I speak with Jordan Turner? This is her. What can I do for you? Yeah, hi. Um, Ms. Turner, this is Benefits in a Card calling on behalf of OnTrack Staffing. Yes, ma'am. Ma'am, we're processing the enrollment forms for healthcare coverage. On that enrollment form, you request coverage for employee plus child, but we don't have any children information or the child information. We only have your information. So the question now is do you still want coverage for yourself and a child or just yourself? Myself and my child. I've still got all the information for her. Okay. Yes, we're gonna need that in order to add her to the coverage. How many children are they? Just the one. Okay. So let's go with the first name, please. Her name is Evelyn, E-V-E-L-Y-N-N. Okay. Any middle initial? Uh, I. And last name? Damron, D-A-M-R-O-N. D-A-M-R-O-N. Okay. And- Yes, ma'am. ... and Evelyn's Social Security

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