

Transcript: Sara

Marulanda-6374624058097664-5896015249883136

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hello, ma'am. Still with Jermaine Manns? Mm-hmm. Hello, Mr. Manns. This is Benefita Senacar calling on behalf of Source Staffing. Sir, we're processing the enrollment forms for healthcare coverage. You request coverage for employee plus child, but we don't have the child information. So the question is- Well, let me quickly... Uh, it says can add the dependents on there. It does not allow you to add, uh, the dependents? Okay, we can do that now. How many children are they? Four. Four? Yeah. Okay. So let's start with the first one. I'm going to need name, last name, Social Security number, gender and date of birth. Okay? Sure. Okay, what is the first name? J-A- Okay, J-A- 'Apostrophe. Okay. A-R-R. Okay, I'm sorry, I barely can hear you. You say J-A-apostrophe, what else? A-R-R. A-R-R. Okay, any middle initial? R. R as in Romeo? Yeah. And the last name? Same as, same as his. Same as your wife? Yeah. Okay, and the Social Security number? Hello, sir? Yeah. I need a Social Security number. I'm looking for it right now. Okay. 877- 877- 36- 36- 55- 55- 200, two. I'm sorry, two, zero? Zero, two. Zero, two. So we got 877-36-5502. Is that correct? Yeah. Correct. Okay, is it male or female? Male. Uh, his date of birth? It's, uh, 10/21/19. 2019? Yeah. Thank you. The next dependent? J-A-R-'L-Y-A-H.' Okay. I'm sorry, J-A-R-apostrophe, what else? J-A-R. I as India? Yeah. Apostrophe, what else? L-I-Y-A-H. L-I-Y-A-H. Okay. Middle initial? B. B as in Bravo? Yeah. Last name? Same, Manns. Social Security number? 207- 207. ... 51- ... 51. ... 30- ... 30. ... 38. ... 38. Male or f- Female. Female. Female. Male, and date of birth? 10/29/21. 10/29/2021. Yeah. Okay, next dependent? T-R-E. T as in tango? Yep. T-R-E. S-O-N. F-O-N or S? S as in snake. S-O-N. Uh, middle initial? H. H as hotel, okay. And the last name? Mann. Okay, your Social Security number? 534737880. 534737- 80. ... 80, okay. And is it a male? Male. And date of birth? 11/23/23. Thank you, and the l- next dependent? Sir? I got, I gotta find it for yours. Okay, okay, okay. Okay, take your time. I won't have that 30 seconds ... Am I still there? I'm sorry? Am I having... Might as a ... I don't know what it is. Okay, if you just can give us a call back any time? Uh. Okay. Um, do you have any questions for us, sir? Probably not. Okay. So thank you for answer with our call from Benefits in a Car. Wish you too have a wonderful day, sir. You too. Thank you. Bye.

Conversation Format

Speaker None: Your call may be monitored or recorded for quality assurance purposes. Hello, ma'am. Still with Jermaine Manns? Mm-hmm. Hello, Mr. Manns. This is Benefita Senacar calling on behalf of Source Staffing. Sir, we're processing the enrollment forms for healthcare coverage. You request coverage for employee plus child, but we don't have the child

information. So the question is- Well, let me quickly... Uh, it says can add the dependents on there. It does not allow you to add, uh, the dependents? Okay, we can do that now. How many children are they? Four. Four? Yeah. Okay. So let's start with the first one. I'm going to need name, last name, Social Security number, gender and date of birth. Okay? Sure. Okay, what is the first name? J-A- Okay, J-A- 'Apostrophe. Okay. A-R-R. Okay, I'm sorry, I barely can hear you. You say J-A-apostrophe, what else? A-R-R. A-R-R. Okay, any middle initial? R. R as in Romeo? Yeah. And the last name? Same as, same as his. Same as your wife? Yeah. Okay, and the Social Security number? Hello, sir? Yeah. I need a Social Security number. I'm looking for it right now. Okay. 877- 877- 36- 36- 55- 55- 200, two. I'm sorry, two, zero? Zero, two. Zero, two. So we got 877-36-5502. Is that correct? Yeah. Correct. Okay, is it male or female? Male. Uh, his date of birth? It's, uh, 10/21/19. 2019? Yeah. Thank you. The next dependent? J-A-R-'L-Y-A-H.' Okay. I'm sorry, J-A-R-apostrophe, what else? J-A-R. I as India? Yeah. Apostrophe, what else? L-I-Y-A-H. L-I-Y-A-H. Okay. Middle initial? B. B as in Bravo? Yeah. Last name? Same, Manns. Social Security number? 207- 207. ... 51- ... 51. ... 30- ... 30. ... 38. ... 38. Male or f- Female. Female. Female. Male, and date of birth? 10/29/21. 10/29/2021. Yeah. Okay, next dependent? T-R-E. T as in tango? Yep. T-R-E. S-O-N. F-O-N or S? S as in snake. S-O-N. Uh, middle initial? H. H as hotel, okay. And the last name? Mann. Okay, your Social Security number? 534737880. 534737- 80. ... 80, okay. And is it a male? Male. And date of birth? 11/23/23. Thank you, and the I- next dependent? Sir? I got, I gotta find it for yours. Okay, okay, okay. Okay, take your time. I won't have that 30 seconds ... Am I still there? I'm sorry? Am I having... Might as a ... I don't know what it is. Okay, if you just can give us a call back any time? Uh. Okay. Um, do you have any questions for us, sir? Probably not. Okay. So thank you for answer with our call from Benefits in a Car. Wish you too have a wonderful day, sir. You too. Thank you. Bye.