

Transcript: Sara

Marulanda-6412584401977344-6386603767316480

Full Transcript

Your call may be- Hello. ... monitored or recorded for quality assurance purposes. Hello. May I speak with Toria Mason? This is she. May I also call in? Hello, Ms. Mason. This is Benefits in a Card calling on behalf of site staffing. Oh, hello. How are you doing today, ma'am? I'm fine. How are you? Doing great. Thank you for asking. Okay. Ms. Mason, we're processing the enrollment forms for healthcare coverage. You request coverage for employee only, but you added dependent to the system, uh, Thomas Ange as a spouse. So the question is, do you still want the coverage for employee only or you want it for employee plus the spouse? The employee plus the spouse. I thought that's the one I clicked. Okay. For the whole plans, um, VIP Classic, which is the medical, dental, vision, and group accident? Yes. Okay, so let me do that right now. And one more thing, uh, we're missing a beneficiary. Like, uh, who would you like to receive the, the, the group accident benefit in case something happened to you? It will be all the same information as my spouse. Okay. So let me... Now that I got you on the phone because it's a different page. So can you please give me his first name? Yes, it's, uh, D-J-I-K-A. Okay, um, any middle initial? Um, yes. Uh, it's two middle i- initials. Okay. It's, it's a A and a T. A and T as in tango, right? Yes. Okay, and last name? Uh, Mahan. M-A-H-A-N. Okay, um, 100% for him? Yes. Okay. I think that's pretty much all. Okay. Yes, everything is okay. So, um, do you have any other questions for us? Nope, that's all. All righty, ma'am. So thank you for as with our Benefits in a Card. Wish you to have a wonderful day, ma'am. You too. Merry Christmas. Merry Christmas to you as well. Thank you. Bye-bye. Bye.

Conversation Format

Speaker None: Your call may be- Hello. ... monitored or recorded for quality assurance purposes. Hello. May I speak with Toria Mason? This is she. May I also call in? Hello, Ms. Mason. This is Benefits in a Card calling on behalf of site staffing. Oh, hello. How are you doing today, ma'am? I'm fine. How are you? Doing great. Thank you for asking. Okay. Ms. Mason, we're processing the enrollment forms for healthcare coverage. You request coverage for employee only, but you added dependent to the system, uh, Thomas Ange as a spouse. So the question is, do you still want the coverage for employee only or you want it for employee plus the spouse? The employee plus the spouse. I thought that's the one I clicked. Okay. For the whole plans, um, VIP Classic, which is the medical, dental, vision, and group accident? Yes. Okay, so let me do that right now. And one more thing, uh, we're missing a beneficiary. Like, uh, who would you like to receive the, the, the group accident benefit in case something happened to you? It will be all the same information as my spouse. Okay. So let me... Now that I got you on the phone because it's a different page. So can you please give

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