

## **Transcript: Sara**

**Marulanda-6415947304222720-4578234481459200**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Hello, may I speak with Eric Smith? May I tell him who's calling? This is Benefits in a Cart calling on behalf of Source Staffing. Give me one moment. Sure, ma'am. Hello? Hello. Hi, Mr. Smith? Yes. Hi, this is Benefits in a Cart calling on behalf of Source Staffing. All right. Mr. Smith, we are, we're processing the enrollment forms for healthcare coverage. You request coverage for employee plus a spouse, but we don't have the spouse information. So the question is, do you still want the coverage for yourself and a spouse or just yourself? M- Myself and my spouse, my wife too. Okay, so I'm gonna need her name, last name, Social Security number, gender and date of birth. Can you provide me that information? All right. Yes. Let me, uh, let me get back in the house real quick. Hold on a second. Sure, sir. I'll let her tell you all that information. Hold on one moment. I appreciate it. Thank you very much. Hi. Hi. Um, may I have your first name please? Yes. It's B as in boy, E- I'm sorry, it was break- it was breaking up. Can you repeat that for me please? Yes. Can you hear me? Yes, now it's better. My first name is Vanessa. That's B as in boy, E as in Edward, N as in Nancy, E as in Edward, S as in Sam, S as in Sam, A as in Apple. Okay, Vanessa. Um, and your last name? It's Diaz. D as in David, I as in igloo, A as in apple, Z as in zebra. Okay. And your Social Security number? It's 400-23-6783. Okay. 400-23-6783. Mm-hmm. And your date of birth? It's April 22nd, 1980. Okay. Thank you very much. You're welcome. So we got Vanessa, B as in boy, E-N-E-S-S-A, Diaz, 04-22-1980. Is that correct? That's correct, yes. Yes. Okay. Uh, I think we have pretty much all what we need. Do you have any questions for us? Uh, no, ma'am. All righty then. So thank you for answer our call from Benefits in a Cart. Have a wonderful day. Thank you. You too. Thank you. Mm, bye-bye. Bye.

### **Conversation Format**

Speaker None: Your call may be monitored or recorded for quality assurance purposes. Hello, may I speak with Eric Smith? May I tell him who's calling? This is Benefits in a Cart calling on behalf of Source Staffing. Give me one moment. Sure, ma'am. Hello? Hello. Hi, Mr. Smith? Yes. Hi, this is Benefits in a Cart calling on behalf of Source Staffing. All right. Mr. Smith, we are, we're processing the enrollment forms for healthcare coverage. You request coverage for employee plus a spouse, but we don't have the spouse information. So the question is, do you still want the coverage for yourself and a spouse or just yourself? M- Myself and my spouse, my wife too. Okay, so I'm gonna need her name, last name, Social Security number, gender and date of birth. Can you provide me that information? All right. Yes. Let me, uh, let me get back in the house real quick. Hold on a second. Sure, sir. I'll let her tell you all that information.

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