

Transcript: Sara

Marulanda-6487336691613696-5232667180843008

Full Transcript

Your call is being monitored or recorded for quality assurance purposes. Hello, this is Benefits in a Card calling on behalf of Partners Personal. May I speak with Nicholas Anthony Thompson? This is him. Hello, Mr. Thompson. Um, we are processing the enrollment forms and, uh, you request coverage for employee plus his spouse, but we don't have the spouse information, so I'm just wondering if you can provide us with that information. You don't have my spouse's information? No, sir. Um, no, because you gave it to me. Did you? Okay. So let me open an investigation about that and then I will add it as soon as I listen the other calls. Okay, sir? Okay. And just provide the name, last name, date of birth, and Social Security number? Okay, sir. Okay. So let me check that for you, and thank you for answer- uh, for answering our call from Benefits in a Card. You're welcome. Bye-bye.

Conversation Format

Speaker None: Your call is being monitored or recorded for quality assurance purposes. Hello, this is Benefits in a Card calling on behalf of Partners Personal. May I speak with Nicholas Anthony Thompson? This is him. Hello, Mr. Thompson. Um, we are processing the enrollment forms and, uh, you request coverage for employee plus his spouse, but we don't have the spouse information, so I'm just wondering if you can provide us with that information. You don't have my spouse's information? No, sir. Um, no, because you gave it to me. Did you? Okay. So let me open an investigation about that and then I will add it as soon as I listen the other calls. Okay, sir? Okay. And just provide the name, last name, date of birth, and Social Security number? Okay, sir. Okay. So let me check that for you, and thank you for answer- uh, for answering our call from Benefits in a Card. You're welcome. Bye-bye.