

Transcript: Estefania

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hey, good morning. I'm calling from Benefits in a Card on behalf of Ops Work Global. I'm looking to speak with Mr. John Hong. Yeah, hi. This is John. Hey, John. Um, I spoke with you last week regarding... you wanted to enroll into the benefit. Yeah. Oh, yeah. Yeah. Um, so I'm actually calling back to let you know that the documents that you submitted to us actually don't qualify for ... quality by submat. Okay. Um, so you would need a marriage certification showing date of marriage. Um, so you would have to be married to qualify. Oh, okay. Yes. And I can just send you like electronic copy, right? Yes. Um, but it would have to have that, um, marriage certification- Yeah. ... showing the date of marriage and you have to stay within those... provide those documents within 30 days- Yes. ... of that quality by submat. Okay. Okay. Um, but I was just calling to let you know that the one that you submitted doesn't. Oh, okay. Okay. All right. All right. Okay. All right then. All right. Um, well, I hope you have a great day. All right. Thank you. Mm-hmm. Yeah. You too. Bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Hey, good morning. I'm calling from Benefits in a Card on behalf of Ops Work Global. I'm looking to speak with Mr. John Hong.

Speaker speaker_2: Yeah, hi. This is John.

Speaker speaker_1: Hey, John. Um, I spoke with you last week regarding... you wanted to enroll into the benefit.

Speaker speaker_2: Yeah. Oh, yeah. Yeah.

Speaker speaker_1: Um, so I'm actually calling back to let you know that the documents that you submitted to us actually don't qualify for ... quality by submat.

Speaker speaker_2: Okay.

Speaker speaker_1: Um, so you would need a marriage certification showing date of marriage. Um, so you would have to be married to qualify.

Speaker speaker_2: Oh, okay.

Speaker speaker_1: Yes.

Speaker speaker_2: And I can just send you like electronic copy, right?

Speaker speaker_1: Yes. Um, but it would have to have that, um, marriage certification-

Speaker speaker_2: Yeah.

Speaker speaker_1: ... showing the date of marriage and you have to stay within those... provide those documents within 30 days-

Speaker speaker_2: Yes.

Speaker speaker_1: ... of that quality by submat.

Speaker speaker_2: Okay. Okay.

Speaker speaker_1: Um, but I was just calling to let you know that the one that you submitted doesn't.

Speaker speaker_2: Oh, okay. Okay. All right. All right.

Speaker speaker_1: Okay.

Speaker speaker_2: All right then.

Speaker speaker_1: All right. Um, well, I hope you have a great day.

Speaker speaker_2: All right. Thank you.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: Yeah. You too. Bye.