

Transcript: Estefania

Acevedo-4801429617295360-4740489198747648

Full Transcript

Hello. Your call may be monitored or recorded for quality assurance purposes. Hey, good afternoon. I'm calling for the benefits and a card. Um, we just got off the phone. I was actually gonna ask you if you'd mind verifying that you received the benefit guide to your email. I sent it to your email. That one's the one that explains what services your plan covers. Um- What is that? I went ahead and sent it to your email because with the plan that you have, because it will cover a certain flat fee towards whatever visit that you go for. But I just wanted to forward you the benefit guide just in case you have questions in the future regarding your plan. Okay. Okay. Um- I don't, I don't receive that. Okay. Give me one second. It's sending. Okay. Yeah. All right, go ahead and send it and, uh, yeah, I, I, I'm on another call. Okay, I'll take that. Okay. All right? Yes, sir. I, I sent that already. Uh, have a nice day. Appreciate that. You too. Bye-bye.

Conversation Format

Speaker speaker_0: Hello.

Speaker speaker_1: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_2: Hey, good afternoon. I'm calling for the benefits and a card. Um, we just got off the phone. I was actually gonna ask you if you'd mind verifying that you received the benefit guide to your email. I sent it to your email. That one's the one that explains what services your plan covers. Um-

Speaker speaker_0: What is that?

Speaker speaker_2: I went ahead and sent it to your email because with the plan that you have, because it will cover a certain flat fee towards whatever visit that you go for. But I just wanted to forward you the benefit guide just in case you have questions in the future regarding your plan.

Speaker speaker_0: Okay.

Speaker speaker_2: Okay. Um-

Speaker speaker_0: I don't, I don't receive that.

Speaker speaker_2: Okay. Give me one second. It's sending.

Speaker speaker_0: Okay. Yeah. All right, go ahead and send it and, uh, yeah, I, I, I'm on another call. Okay, I'll take that.

Speaker speaker_2: Okay.

Speaker speaker_0: All right?

Speaker speaker_2: Yes, sir. I, I sent that already. Uh, have a nice day.

Speaker speaker_0: Appreciate that. You too. Bye-bye.