

Transcript: Estefania

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Full Transcript

Your call may be monitored- Hello. ... or recorded for quality assurance purposes. Hey, good morning. I'm calling from Benefits and a Card on behalf of Surge Staffing. I'm looking to speak with Mr. Baker. Oh, hello. Hey, how you doing? This is him. Hey. Um, I'm calling you back because you called, I believe last week, trying to enroll into the benefits and I told you that we- Yeah, ma'am. ... need to do a n- eligibility review. So they finally came back to me and you are eligible to enroll. Um, did you want to go ahead and start your benefits? Yeah, ma'am. Okay. Um, did you want me to send you the benefit guide to your email? That benefit guide has all the plans that Surge offers with the plans. And then I c- if you want, I can send it to your email and then once you receive it, I can go over the plans 'cause it is a different, different plans, diff- All right. Hey, can I, uh, can I give you a call back? I'm at work right now. Oh, yeah. That's fine. Um, can I just give you the last day that you have to enroll, just so that- Yeah, ma'am. ... just so that I'm sure that you call before the deadline? Um, so your last day to enroll is gonna be on Friday. So as long as you call before Friday, you should be good. All right. Okay? Thanks. All right. Well, thank you. Have a nice day. You too.

Conversation Format

Speaker speaker_0: Your call may be monitored-

Speaker speaker_1: Hello.

Speaker speaker_0: ... or recorded for quality assurance purposes.

Speaker speaker_2: Hey, good morning. I'm calling from Benefits and a Card on behalf of Surge Staffing. I'm looking to speak with Mr. Baker.

Speaker speaker_1: Oh, hello. Hey, how you doing? This is him.

Speaker speaker_2: Hey. Um, I'm calling you back because you called, I believe last week, trying to enroll into the benefits and I told you that we-

Speaker speaker_1: Yeah, ma'am.

Speaker speaker_2: ... need to do a n- eligibility review. So they finally came back to me and you are eligible to enroll. Um, did you want to go ahead and start your benefits?

Speaker speaker_1: Yeah, ma'am.

Speaker speaker_2: Okay. Um, did you want me to send you the benefit guide to your email? That benefit guide has all the plans that Surge offers with the plans. And then I c- if you want, I can send it to your email and then once you receive it, I can go over the plans 'cause it is a different, different plans, diff-

Speaker speaker_1: All right. Hey, can I, uh, can I give you a call back? I'm at work right now.

Speaker speaker_2: Oh, yeah. That's fine. Um, can I just give you the last day that you have to enroll, just so that-

Speaker speaker_1: Yeah, ma'am.

Speaker speaker_2: ... just so that I'm sure that you call before the deadline? Um, so your last day to enroll is gonna be on Friday. So as long as you call before Friday, you should be good.

Speaker speaker_1: All right.

Speaker speaker_2: Okay?

Speaker speaker_1: Thanks.

Speaker speaker_2: All right. Well, thank you. Have a nice day.

Speaker speaker_1: You too.