

Transcript: Francesca

Baez-4597806574256128-5409031776288768

Full Transcript

Your call has been recorded for quality assurance purposes. Good morning. My name is Francesca, Benefits in a Card, looking to assist Johnson on behalf of Norris Staff Group. Uh, this is she. Good morning, ma'am. I was giving you a call to let you know your benefit cards are ready. They're going to be sent to your email. Okay. All right. Thank you. And... Of course. Um, and then I did want to ask, Ms. Johnson, your medical card, your carrier doesn't send out a physical when it's requested. Did you want me to put in a request for the physical? Uh-huh. Yes. Yes, please. Understood. So you should be receiving the dental and the vision first, and then the medical should come afterwards, and so I'm going to send that request out now. All right. Thank you. Of course. I hope you have a wonderful rest of your day. And that email will be tied to an ID card. Thank you. I appreciate it. All right. Thank you. I appreciate it. Bye-bye.

Conversation Format

Speaker speaker_0: Your call has been recorded for quality assurance purposes.

Speaker speaker_1: Good morning. My name is Francesca, Benefits in a Card, looking to assist Johnson on behalf of Norris Staff Group.

Speaker speaker_2: Uh, this is she.

Speaker speaker_1: Good morning, ma'am. I was giving you a call to let you know your benefit cards are ready. They're going to be sent to your email.

Speaker speaker_2: Okay. All right. Thank you.

Speaker speaker_1: And... Of course. Um, and then I did want to ask, Ms. Johnson, your medical card, your carrier doesn't send out a physical when it's requested. Did you want me to put in a request for the physical?

Speaker speaker_2: Uh-huh. Yes. Yes, please.

Speaker speaker_1: Understood. So you should be receiving the dental and the vision first, and then the medical should come afterwards, and so I'm going to send that request out now.

Speaker speaker_2: All right. Thank you.

Speaker speaker_1: Of course. I hope you have a wonderful rest of your day. And that email will be tied to an ID card.

Speaker speaker_2: Thank you. I appreciate it. All right. Thank you. I appreciate it. Bye-bye.