

Transcript: Franchesca

Baez-4718968872550400-4738887748075520

Full Transcript

Thank you for calling Benefit in the card. My name is Francesca. How can I assist you today? Good morning. How are you doing? Good. How are you today? I'm good, thank you. Um, I'm actually calling on behalf of my husband. He's at work right now and I contacted, um, WorkSmart, which is who he, um, you know, is a temp service where he's employed at. And they gave me this number to call. Um, we're just trying to get him on some type of insurance so he can get to, like, an eye doctor, um, you know, for some glasses. So I was just trying to see what we could do to try to get him, uh, set up for something like that, if we could. Okay. So that will be a process that will have to be done directly with him. Okay. He needs to call them so that we can see if he is eligible for the enrollment. Okay. Um, now, what, what time do y'all close in the afternoon? Like, um, is there a specific time? Yes, ma'am. We're open Monday through Friday, 8:00 AM to 8:00 PM Eastern Time. Oh, okay. That's good. Well, he gets off about 4:00. All right, ma'am. Well, I'll call back when he gets off, but thank you for that. I appreciate it. Of course. My pleasure. Have a great day. Yes, ma'am. You too. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefit in the card. My name is Francesca. How can I assist you today?

Speaker speaker_1: Good morning. How are you doing?

Speaker speaker_0: Good. How are you today?

Speaker speaker_1: I'm good, thank you. Um, I'm actually calling on behalf of my husband. He's at work right now and I contacted, um, WorkSmart, which is who he, um, you know, is a temp service where he's employed at. And they gave me this number to call. Um, we're just trying to get him on some type of insurance so he can get to, like, an eye doctor, um, you know, for some glasses. So I was just trying to see what we could do to try to get him, uh, set up for something like that, if we could.

Speaker speaker_0: Okay. So that will be a process that will have to be done directly with him.

Speaker speaker_1: Okay.

Speaker speaker_0: He needs to call them so that we can see if he is eligible for the enrollment.

Speaker speaker_1: Okay. Um, now, what, what time do y'all close in the afternoon? Like, um, is there a specific time?

Speaker speaker_0: Yes, ma'am. We're open Monday through Friday, 8:00 AM to 8:00 PM Eastern Time.

Speaker speaker_1: Oh, okay. That's good. Well, he gets off about 4:00. All right, ma'am. Well, I'll call back when he gets off, but thank you for that. I appreciate it.

Speaker speaker_0: Of course. My pleasure. Have a great day.

Speaker speaker_1: Yes, ma'am. You too. Bye-bye.