

Transcript: Franchesca

Baez-4796311439720448-5233118270767104

Full Transcript

Thank you for calling Benefit to Know Program. My name is Francesca. How can I help you? Yeah, can I just get a script? I wanna check on my health card. What staffing company do you work with? Uh, MAU. What are the last four of your Social? Uh, 1657. And the last name, please? Griffin. Can you verify your mailing address and date of birth to make sure I'm in the right account? Uh, 10 Lincoln Court, Casey, South Carolina, 29687. Date of birth is 10/04/78. Uh, the phone number to reach you down as 864-315-7303? Correct. Let me share your email down as lastname0@gmail.com. Yes. Bear with me one moment while I check to see if the benefit cards are ready. Huh? I mean, yes, bear with me one moment while I check to see- Okay. ... if your new policy benefit cards are ready. I'm just waiting for the system- Okay. ... because I was taking a little longer. All right. Okay. So it looks like they did already update them to employee and family. Let me place you in a quick hold while I download them. I'll be right back, okay? All right. Thank you. Oh, I want to get a hold of you right now. No, no, I'm leaving this party. Wait, I'm waiting right now. Hey. He's been texting me. He has been texting me. I love you. You're so stupid. Stupid. How could you do that? I don't know. Thank you so much for holding. I have sent two PDF files, which will be those benefit cards to the email file. Um, keep in mind that your medical- Again? Yes, sir. I said that I went ahead and sent two PDF files to your email, which will be your benefit card. Please keep in mind that your medical- Okay. ... benefit plan does have that network requirement. Okay. All right. You, you sent them to my email? Yes, sir. Okay, thank you. Of course. Was there anything else we can assist you with today? No, ma'am. Appreciate you. Of course. It was my pleasure. I hope you have a wonderful rest of your day. You too. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefit to Know Program. My name is Francesca. How can I help you?

Speaker speaker_1: Yeah, can I just get a script? I wanna check on my health card.

Speaker speaker_0: What staffing company do you work with?

Speaker speaker_1: Uh, MAU.

Speaker speaker_0: What are the last four of your Social?

Speaker speaker_1: Uh, 1657.

Speaker speaker_0: And the last name, please?

Speaker speaker_1: Griffin.

Speaker speaker_0: Can you verify your mailing address and date of birth to make sure I'm in the right account?

Speaker speaker_1: Uh, 10 Lincoln Court, Casey, South Carolina, 29687. Date of birth is 10/04/78.

Speaker speaker_0: Uh, the phone number to reach you down as 864-315-7303?

Speaker speaker_1: Correct.

Speaker speaker_0: Let me share your email down as lastname0@gmail.com.

Speaker speaker_1: Yes.

Speaker speaker_0: Bear with me one moment while I check to see if the benefit cards are ready.

Speaker speaker_1: Huh?

Speaker speaker_0: I mean, yes, bear with me one moment while I check to see-

Speaker speaker_1: Okay.

Speaker speaker_0: ... if your new policy benefit cards are ready. I'm just waiting for the system-

Speaker speaker_1: Okay.

Speaker speaker_0: ... because I was taking a little longer.

Speaker speaker_1: All right. Okay. So it looks like they did already update them to employee and family. Let me place you in a quick hold while I download them. I'll be right back, okay? All right.

Speaker speaker_0: Thank you.

Speaker speaker_2: Oh, I want to get a hold of you right now. No, no, I'm leaving this party. Wait, I'm waiting right now. Hey. He's been texting me. He has been texting me. I love you. You're so stupid. Stupid. How could you do that? I don't know.

Speaker speaker_0: Thank you so much for holding. I have sent two PDF files, which will be those benefit cards to the email file. Um, keep in mind that your medical-

Speaker speaker_1: Again?

Speaker speaker_0: Yes, sir. I said that I went ahead and sent two PDF files to your email, which will be your benefit card. Please keep in mind that your medical-

Speaker speaker_1: Okay.

Speaker speaker_0: ... benefit plan does have that network requirement.

Speaker speaker_1: Okay. All right. You, you sent them to my email?

Speaker speaker_0: Yes, sir.

Speaker speaker_1: Okay, thank you.

Speaker speaker_0: Of course. Was there anything else we can assist you with today?

Speaker speaker_1: No, ma'am. Appreciate you.

Speaker speaker_0: Of course. It was my pleasure. I hope you have a wonderful rest of your day.

Speaker speaker_1: You too.

Speaker speaker_0: Bye-bye.