Transcript: Franchesca Baez-4825640599502848-5454825273638912

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hello? Yes, sir. How can I help you? Yeah. Um, yeah. Uh, HBC text me about enroll. I don't know what it is. They say, "Enroll-" Okay. "... and benefit with HBC today or go or... uh, without coverage." I don't know what it is. They're advising you that you're ineligible to enroll into the medical benefits they offer since you're going through their company open enrollment period. Oh. Okay. Yes, sir. Yeah. I don't know. That's why I called. I'm sorry. It's okay. Was there anything else I can assist you with today? No, everything's good. Thank you. Thank you. Of course. My pleasure. I hope you have a wonderful rest of your day. Huh? Yes, sir. I said my pleasure to assist you today. I hope you have a wonderful rest of your day. Okay. Thank you. You too. You're welcome. Bye-bye. Bye-bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Hello?

Speaker speaker_0: Yes, sir. How can I help you?

Speaker speaker_1: Yeah. Um, yeah. Uh, HBC text me about enroll. I don't know what it is. They say, "Enroll-"

Speaker speaker_0: Okay.

Speaker speaker_1: "... and benefit with HBC today or go or... uh, without coverage." I don't know what it is.

Speaker speaker_0: They're advising you that you're ineligible to enroll into the medical benefits they offer since you're going through their company open enrollment period.

Speaker speaker_1: Oh. Okay.

Speaker speaker_0: Yes, sir.

Speaker speaker_1: Yeah. I don't know. That's why I called. I'm sorry.

Speaker speaker_0: It's okay. Was there anything else I can assist you with today?

Speaker speaker_1: No, everything's good. Thank you. Thank you.

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

Speaker speaker_1: Huh?

Speaker speaker_0: Yes, sir. I said my pleasure to assist you today. I hope you have a wonderful rest of your day.

Speaker speaker_1: Okay. Thank you. You too.

Speaker speaker_0: You're welcome. Bye-bye.

Speaker speaker_1: Bye-bye.