

Transcript: Franchesca

Baez-4838935294853120-5888813911457792

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. . Whoa. . OK, good morning. Good morning. I'm calling about the message that was just sent to you via text from your agency and I wanted to know what the message was about and if you could respond in Spanish. Yes, please tell me. Someone sent me a text in English and I don't read English. Yes, ma'am. It was your agency's automatic system informing you about the open job posting period where all employees can enroll in the plan. Enroll. For what, please? For the health insurance they're offering. Oh. I have Medicare. It's- No, if you have Medicare, you can ignore it if you want. Ah, okay. Okay. Thank you so much, huh? You're welcome. Have a nice day. You too. Have a nice day. Don't worry. Thank you. That's it. Have a nice day. You too. Thank you.

Conversation Format

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

Speaker speaker_1: .

Speaker speaker_2: Whoa.

Speaker speaker_1: .

Speaker speaker_2: OK, good morning.

Speaker speaker_1: Good morning. I'm calling about the message that was just sent to you via text from your agency and I wanted to know what the message was about and if you could respond in Spanish.

Speaker speaker_2: Yes, please tell me. Someone sent me a text in English and I don't read English.

Speaker speaker_1: Yes, ma'am. It was your agency's automatic system informing you about the open job posting period where all employees can enroll in the plan.

Speaker speaker_2: Enroll. For what, please?

Speaker speaker_1: For the health insurance they're offering.

Speaker speaker_2: Oh. I have Medicare. It's-

Speaker speaker_1: No, if you have Medicare, you can ignore it if you want.

Speaker speaker_2: Ah, okay. Okay. Thank you so much, huh?

Speaker speaker_1: You're welcome. Have a nice day.

Speaker speaker_2: You too. Have a nice day.

Speaker speaker_1: Don't worry.

Speaker speaker_2: Thank you.

Speaker speaker_1: That's it. Have a nice day.

Speaker speaker_2: You too. Thank you.