

Transcript: Franchesca

Baez-4843161564692480-6453193674801152

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. And how can I assist you today? Um, yes, ma'am. I'm calling to set up for open enrollment for my benefits in a card, or Accuforce. What are the last four of your Social? 9768. And the last name, please? Ladner Archuletta. For security purposes, please verify your mailing address and date of birth. 19110 Airfield Street, Athens, Alabama, 35614. We have the best number to reach you- And my birth- Go ahead. And my birthday is 11/30/1997. We have the best phone number to reach you down as 256-800-7915. Yes, ma'am. And we have your email down as davidladner3point14@gmail.com? Yes, ma'am. All right. So due to the fact that you're a rehire with Accuforce, I need to refer an office to do an eligibility review before I'm able to submit an enrollment. All right. That should take roughly 24 to 48 hours to receive the results from them. Okay. Did you have any questions about the current benefits that are being offered? No, ma'am. I didn't. All right. Did you want me to provide you a copy of their benefit guide to look over the plans they offer, um, while we wait back on the eligibility review? Yes, please. All right. Is it okay that I send it to the email we just confirmed? Yes, ma'am. That is. All right. And is there any time where I might not be able to get ahold of you, or a preferable time when you want me to try to do that call back by? Um, preferably around 12 o'clock in the afternoon. I work, right now I'm on training schedule from- Mm-hmm. ... 6:00 AM to 4:00 PM. And my lunch break is at 12:00. All right. So I'll try to do that call back by 12:00. If I receive anything sooner- All right. ... from them. All right. And, and I did send you that benefit guide from our office email which is info@benefitsincocard. If you don't see it right away in your inbox, it might go to your spam or junk mail. Okay. Was there anything- All right. ... else I could assist you with today? No, ma'am. That'll be all. Thank you. No problem. I hope you have a wonderful rest of your day. Thank you for your time today. All right. You too. Bye-bye. Bye.

Conversation Format

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

Speaker speaker_1: And how can I assist you today?

Speaker speaker_2: Um, yes, ma'am. I'm calling to set up for open enrollment for my benefits in a card, or Accuforce.

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

Speaker speaker_2: 9768.

Speaker speaker_0: And the last name, please?

Speaker speaker_2: Ladner Archuletta.

Speaker speaker_0: For security purposes, please verify your mailing address and date of birth.

Speaker speaker_2: 19110 Airfield Street, Athens, Alabama, 35614.

Speaker speaker_0: We have the best number to reach you-

Speaker speaker_2: And my birth-

Speaker speaker_0: Go ahead.

Speaker speaker_2: And my birthday is 11/30/1997.

Speaker speaker_0: We have the best phone number to reach you down as 256-800-7915.

Speaker speaker_2: Yes, ma'am.

Speaker speaker_0: And we have your email down as davidladner3point14@gmail.com?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_0: All right. So due to the fact that you're a rehire with Accuforce, I need to refer an office to do an eligibility review before I'm able to submit an enrollment.

Speaker speaker_2: All right.

Speaker speaker_0: That should take roughly 24 to 48 hours to receive the results from them.

Speaker speaker_2: Okay.

Speaker speaker_0: Did you have any questions about the current benefits that are being offered?

Speaker speaker_2: No, ma'am. I didn't.

Speaker speaker_0: All right. Did you want me to provide you a copy of their benefit guide to look over the plans they offer, um, while we wait back on the eligibility review?

Speaker speaker_2: Yes, please.

Speaker speaker_0: All right. Is it okay that I send it to the email we just confirmed?

Speaker speaker_2: Yes, ma'am. That is.

Speaker speaker_0: All right. And is there any time where I might not be able to get ahold of you, or a preferable time when you want me to try to do that call back by?

Speaker speaker_2: Um, preferably around 12 o'clock in the afternoon. I work, right now I'm on training schedule from-

Speaker speaker_0: Mm-hmm.

Speaker speaker_2: ... 6:00 AM to 4:00 PM. And my lunch break is at 12:00.

Speaker speaker_0: All right. So I'll try to do that call back by 12:00. If I receive anything sooner-

Speaker speaker_2: All right.

Speaker speaker_0: ... from them.

Speaker speaker_2: All right.

Speaker speaker_0: And, and I did send you that benefit guide from our office email which is info@benefitsincocard. If you don't see it right away in your inbox, it might go to your spam or junk mail.

Speaker speaker_2: Okay.

Speaker speaker_0: Was there anything-

Speaker speaker_2: All right.

Speaker speaker_0: ... else I could assist you with today?

Speaker speaker_2: No, ma'am. That'll be all. Thank you.

Speaker speaker_0: No problem. I hope you have a wonderful rest of your day. Thank you for your time today.

Speaker speaker_2: All right. You too. Bye-bye.

Speaker speaker_0: Bye.