

Transcript: Franchesca

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Full Transcript

Thank you for calling Benefits in a Car. My name is Francesca. How can I assist you today? Yes. Um, my name is Kevin Dowland, and I received an email, uh, texted me from, uh, MAU saying I need to, uh, call about, uh, open enrollment on benefits. Are you really calling to enroll so that information about the coverage can make changes to the current policy? What was that? Yes. There was a specific reason why you're calling. How can we assist you today? Did you call today to enroll into coverage, get information, change the policy? Well, g- get, get information. Um, I've got coverage, um, I have since, uh, July of last year. Um, but so yeah, I didn't know if I needed it. I keep getting the texts. This is the second one I got from them. I was trying to do it online, and I couldn't find anything online. Um, is anything changing from last year's benefits? Well, unless you're making a change to it, no, sir. The system will just keep the same policy and roll it over for you. Okay. And, uh, price is gonna be the same? Let's see. On the document that was sent to us, the only change that is listed here is the carrier for the virtual healthcare, but that's about it. Okay. Then yeah, just, um, if you can just roll my, uh, benefits over. Okay. The system will roll them over by itself. Okay. All right. Based on that text, I wasn't sure, so I wanted to call and verify that. Of course. All right. Was there anything else aside from that that we can assist you with today? That's all today. Thank you very much. My pleasure. Have a wonderful rest of your day. You do the same. Bye. Bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Car. My name is Francesca. How can I assist you today?

Speaker speaker_1: Yes. Um, my name is Kevin Dowland, and I received an email, uh, texted me from, uh, MAU saying I need to, uh, call about, uh, open enrollment on benefits.

Speaker speaker_0: Are you really calling to enroll so that information about the coverage can make changes to the current policy?

Speaker speaker_1: What was that?

Speaker speaker_0: Yes. There was a specific reason why you're calling. How can we assist you today? Did you call today to enroll into coverage, get information, change the policy?

Speaker speaker_1: Well, g- get, get information. Um, I've got coverage, um, I have since, uh, July of last year. Um, but so yeah, I didn't know if I needed it. I keep getting the texts. This is the second one I got from them. I was trying to do it online, and I couldn't find anything online.

Um, is anything changing from last year's benefits?

Speaker speaker_0: Well, unless you're making a change to it, no, sir. The system will just keep the same policy and roll it over for you.

Speaker speaker_1: Okay. And, uh, price is gonna be the same?

Speaker speaker_0: Let's see. On the document that was sent to us, the only change that is listed here is the carrier for the virtual healthcare, but that's about it.

Speaker speaker_1: Okay. Then yeah, just, um, if you can just roll my, uh, benefits over.

Speaker speaker_0: Okay. The system will roll them over by itself.

Speaker speaker_1: Okay. All right. Based on that text, I wasn't sure, so I wanted to call and verify that.

Speaker speaker_0: Of course.

Speaker speaker_1: All right.

Speaker speaker_0: Was there anything else aside from that that we can assist you with today?

Speaker speaker_1: That's all today. Thank you very much.

Speaker speaker_0: My pleasure. Have a wonderful rest of your day.

Speaker speaker_1: You do the same. Bye.

Speaker speaker_0: Bye.