

Transcript: Francesca

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Full Transcript

Thank you for calling Benefits 000, my name is Francesca. How can I assist you today? Hi, Francesca. I was hoping to get, um, my medical cards emailed to me. Okay. Let's see if you're active yet. Which staffing company do you work with? ATC. What are the last four of the social? 2335. And the last name? Satchel. Please verify your mailing address and date of birth to make sure I have the right account in front of me. 11275 Marburger Road Southwest in Stoutsville, Ohio. That's, uh, 43154. And what else did you ask me for? I'm sorry, my birthday? Date of birth. 3/27/65. I have best contact, 614-907-2836? Yes, ma'am. Can I have your email then as first name period last name at yahoo.com? That is correct. All right, so you're all good and set to go this week. Let me place you in a quick hold to download those cards. I'll be right back. Thank you. Of course. Thank you so much for holding. I have sent three PDF files in total to your email with your benefit card. That's awesome. Thank you so much. I appreciate your help. Of course. And then quick question, did you make sure to register for your FreeRx membership? I don't think I've done anything with my medical. I don't, I haven't received anything. I don't, I don't, I don't think so, no. Okay. So FreeRx is not your medical. It's a p- a membership that you got into for the prescriptions. I'm gonna send you a separate email with the steps for the registrations and the links. Oh, so that's for prescriptions. Okay, perfect. Awesome. Thank you so much. Of course. My pleasure. Have a wonderful rest of your day. You as well. Bye-bye. Mm-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits 000, my name is Francesca. How can I assist you today?

Speaker speaker_1: Hi, Francesca. I was hoping to get, um, my medical cards emailed to me.

Speaker speaker_0: Okay. Let's see if you're active yet. Which staffing company do you work with?

Speaker speaker_1: ATC.

Speaker speaker_0: What are the last four of the social?

Speaker speaker_1: 2335.

Speaker speaker_0: And the last name?

Speaker speaker_1: Satchel.

Speaker speaker_0: Please verify your mailing address and date of birth to make sure I have the right account in front of me.

Speaker speaker_1: 11275 Marburger Road Southwest in Stoutsville, Ohio. That's, uh, 43154. And what else did you ask me for? I'm sorry, my birthday?

Speaker speaker_0: Date of birth.

Speaker speaker_1: 3/27/65.

Speaker speaker_0: I have best contact, 614-907-2836?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Can I have your email then as first name period last name at yahoo.com?

Speaker speaker_1: That is correct.

Speaker speaker_0: All right, so you're all good and set to go this week. Let me place you in a quick hold to download those cards. I'll be right back.

Speaker speaker_1: Thank you.

Speaker speaker_0: Of course. Thank you so much for holding. I have sent three PDF files in total to your email with your benefit card.

Speaker speaker_1: That's awesome. Thank you so much. I appreciate your help.

Speaker speaker_0: Of course. And then quick question, did you make sure to register for your FreeRx membership?

Speaker speaker_1: I don't think I've done anything with my medical. I don't, I haven't received anything. I don't, I don't, I don't think so, no.

Speaker speaker_0: Okay. So FreeRx is not your medical. It's a p- a membership that you got into for the prescriptions. I'm gonna send you a separate email with the steps for the registrations and the links.

Speaker speaker_1: Oh, so that's for prescriptions. Okay, perfect. Awesome. Thank you so much.

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

Speaker speaker_1: You as well. Bye-bye.

Speaker speaker_0: Mm-bye.