

Transcript: Francesca

Baez-5389174066298880-6586310703366144

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hello, good afternoon. My name is Francesca with BenefitsNL card, looking to speak with Mr. Brown on behalf of Morales Enterprise Staffing. I'm listening. Hello? Yes, sir. We're giving you a... Yes, sir. I apologize. You sound very far away. I was giving you a call to let you know that your eligibility review results came back. You are eligible for enrollment at the moment. What? Yes, sir. You said, um- Once again? I'm eligible? Yes, sir. And that's for my insurance, right? Yes, sir. Okay. Uh, I'm driving right now. Is there any way I could call you back in about 30 minutes or so, or an hour? Of course. Yes, sir. Is this the number that I call you back, the 1-800 number? Yes, sir. It will be so. All right. Thank you. My pleasure. Have a great day. You too.

Conversation Format

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

Speaker speaker_1: Hello, good afternoon. My name is Francesca with BenefitsNL card, looking to speak with Mr. Brown on behalf of Morales Enterprise Staffing.

Speaker speaker_2: I'm listening. Hello?

Speaker speaker_1: Yes, sir. We're giving you a... Yes, sir. I apologize. You sound very far away. I was giving you a call to let you know that your eligibility review results came back. You are eligible for enrollment at the moment.

Speaker speaker_2: What?

Speaker speaker_1: Yes, sir. You said, um- Once again?

Speaker speaker_2: I'm eligible?

Speaker speaker_1: Yes, sir.

Speaker speaker_2: And that's for my insurance, right?

Speaker speaker_1: Yes, sir.

Speaker speaker_2: Okay. Uh, I'm driving right now. Is there any way I could call you back in about 30 minutes or so, or an hour?

Speaker speaker_1: Of course. Yes, sir.

Speaker speaker_2: Is this the number that I call you back, the 1-800 number?

Speaker speaker_1: Yes, sir. It will be so.

Speaker speaker_2: All right. Thank you.

Speaker speaker_1: My pleasure. Have a great day.

Speaker speaker_2: You too.