

## **Transcript: Francesca**

**Baez-5389638067765248-5537406384029696**

### **Full Transcript**

Your call has been forwarded to voicemail. Your call may be monitored or recorded for quality assurance purposes. The person you're trying to reach is not available. At the tone, please record your message. When you have finished recording, you may hang up. Good afternoon. My name is Francesca with Benefits in a Card. I was giving a call to speak with Mr. Montgomery on behalf of MAU Staffing. Mr. Montgomery, I was calling to inform you that although we're currently still waiting on the digital copy of your dental card, I was able to get a policy number. I know you said you were trying to make some appointments so I wanted to provide it to you in the event that you can use it while we're waiting for the benefit card which should, if I'm not mistaken, be ready tomorrow or Thursday, which we'll be sending to you as soon as it is available for us. Your policy dental number is 2576502. Once again, 2576502. I'll be sending you an email along with the policy number for you to have in the event that you were unable to write it down while we were leaving you this message. If you need any further assistance, feel free to give us a callback at 800-497-4856. We are open 8:00 AM to 8:00 PM Monday through Fridays Eastern Time. I hope you have a wonderful rest of your day. Thank you for your time today.

### **Conversation Format**

Speaker speaker\_0: Your call has been forwarded to voicemail.

Speaker speaker\_1: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_0: The person you're trying to reach is not available. At the tone, please record your message. When you have finished recording, you may hang up.

Speaker speaker\_2: Good afternoon. My name is Francesca with Benefits in a Card. I was giving a call to speak with Mr. Montgomery on behalf of MAU Staffing. Mr. Montgomery, I was calling to inform you that although we're currently still waiting on the digital copy of your dental card, I was able to get a policy number. I know you said you were trying to make some appointments so I wanted to provide it to you in the event that you can use it while we're waiting for the benefit card which should, if I'm not mistaken, be ready tomorrow or Thursday, which we'll be sending to you as soon as it is available for us. Your policy dental number is 2576502. Once again, 2576502. I'll be sending you an email along with the policy number for you to have in the event that you were unable to write it down while we were leaving you this message. If you need any further assistance, feel free to give us a callback at 800-497-4856. We are open 8:00 AM to 8:00 PM Monday through Fridays Eastern Time. I hope you have a

wonderful rest of your day. Thank you for your time today.