

## **Transcript: Francesca**

**Baez-5617684699987968-5558189034618880**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Good afternoon. My name is Francesca with Benefits in a Card, looking to speak with Mr. Melendez on behalf of MAU Staffing. Uh, yes, ma'am. Um, he's currently not with me, but can I leave a message? Yes. Can you please advise him to give a call back at this number? Basically, we're Benefits in a Card. Yes. I'm sorry? ? Yes, ma'am. Can you have him give a call back at the phone number that I called you on today, please? Yes, ma'am. Um, is there a specific time? Because he gets off work at 7:30. Um, yes, we're going to be open till 8:00 PM Eastern Time. And then in the event he wants to know what the call is in regards to, we're the company that, um, handles the health insurance that the staffing company- Mm-hmm. ... MAU offers. So we have to speak with him- Okay. ... in regards to reform. Okay. All right. Well, thank you. I'll let him know. Thank you. Hope you have a wonderful rest of your day. You too.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Good afternoon. My name is Francesca with Benefits in a Card, looking to speak with Mr. Melendez on behalf of MAU Staffing.

Speaker speaker\_2: Uh, yes, ma'am. Um, he's currently not with me, but can I leave a message?

Speaker speaker\_1: Yes. Can you please advise him to give a call back at this number? Basically, we're Benefits in a Card.

Speaker speaker\_2: Yes. I'm sorry? ?

Speaker speaker\_1: Yes, ma'am. Can you have him give a call back at the phone number that I called you on today, please?

Speaker speaker\_2: Yes, ma'am. Um, is there a specific time? Because he gets off work at 7:30.

Speaker speaker\_1: Um, yes, we're going to be open till 8:00 PM Eastern Time. And then in the event he wants to know what the call is in regards to, we're the company that, um, handles the health insurance that the staffing company-

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: ... MAU offers. So we have to speak with him-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... in regards to reform.

Speaker speaker\_2: Okay. All right. Well, thank you. I'll let him know.

Speaker speaker\_1: Thank you. Hope you have a wonderful rest of your day.

Speaker speaker\_2: You too.