

## **Transcript: Franchesca**

**Baez-5804810145153024-6700953511182336**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in the Common. And this franchise, how can I assist you today? Hello? Hello? Yes, hello. I can hear you now, ma'am, I apologize. How can I assist you today? Actually, I'm speaking for a . Hello? Uh, yes, ma'am. Actually, he, she receive any, uh, email, no, the text before, SCRO pay enroll call with benefit card. Yes, ma'am. But in regards to health insurance, they're advising him they have their open enrollment period at the moment. Is that health insurance, this one? I'm sorry? This one enrollment for healthcare? He- For health insurance, ma'am, with AT- Okay. ... with Adept HR. Okay. Okay, thank you. No problem. Have a wonderful rest of your day. Health insurance, okay.

### **Conversation Format**

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

Speaker speaker\_1: Thank you for calling Benefits in the Common. And this franchise, how can I assist you today? Hello? Hello? Yes, hello. I can hear you now, ma'am, I apologize. How can I assist you today?

Speaker speaker\_2: Actually, I'm speaking for a . Hello?

Speaker speaker\_1: Uh, yes, ma'am.

Speaker speaker\_2: Actually, he, she receive any, uh, email, no, the text before, SCRO pay enroll call with benefit card.

Speaker speaker\_1: Yes, ma'am. But in regards to health insurance, they're advising him they have their open enrollment period at the moment.

Speaker speaker\_2: Is that health insurance, this one?

Speaker speaker\_1: I'm sorry?

Speaker speaker\_2: This one enrollment for healthcare? He-

Speaker speaker\_1: For health insurance, ma'am, with AT-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... with Adept HR.

Speaker speaker\_2: Okay. Okay, thank you.

Speaker speaker\_1: No problem. Have a wonderful rest of your day.

Speaker speaker\_2: Health insurance, okay.