

Transcript: Francesca

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Full Transcript

Thank you for calling Benefits in a Card. My name is Francesca. How can I assist you today? Hey, yes. This is Raymond Bezotte. I have just been hired by Crown Staffing and I'm wondering what kind of insurance you offer and what am I going to have to pay for it? This is what the number they told me to call. Sure thing, sir. I do want to clarify we don't offer the insurance, we only administrate for Crown Services so they're the ones offering it. They offer PPO-limited insurance plans and they're all sold separately so depending on how many plans as well as if you're putting in dependents will depend on how much you're paying out-of-pocket for your policy. Well, I understand that but can you email me some of these, um, options so I can choose? If you would like, I can send you a copy of their benefit guide. Oh, yes. That would be great. Can you just email it though, so like it gets here instantly? Yes, sir. I don't have access to mailing anything through UPS or USPS. I mea- meant to email it to you. What would be the best email to send it to? Okay, well, I just... Either way is gonna be fine but I, um, do you know my address or do you need it? No, sir, I need it. That's why I asked what would be the best email to send it to. Okay. Well, uh, you got a pen and paper there? You ready to write my address down? Your email address, sir. And yes, I'm ready for that email address. Oh, I'm sorry. My email. Okay. Um, raymondbezotte51@gmail. Now, I'm going to spell that for you. R-A-Y-M-O-N-D B as in boy, E-Z-O-T-T-E51 at gmail.com. All right. So you should be receiving that email from our office email which is info@benefitsinacard.com and it's going to be titled Benefit Guide. Should take a minute or two to leave our emails or go into yours. Okay. Well, sounds good. Thank you very much, ma'am. Of course. And there's gonna be a P- PDF file attached to that email. If you do not see it within the next five days give us a call back 'cause it looks like it went out from our outbox already. Well, what kind of file do I need to attach to that? Because I have not received nothing from Crown Staffing. No, sir. You misunderstood. I said there's going to be a PDF file attached to it which will be that benefit guide. Okay. Well, okay. Thank you. Mm-hmm. I'm sorry. Yes. I didn't, I didn't understand you but yes. Okay. Thank you very much, ma'am. No worries, sir. Was there anything else I can assist you with apart from sending you their ? No, ma'am. If I could take care of that information today, that would be great. Um, just that it was a pleasure assisting you today. Have a great day. Whenever you're ready to c- enroll, you can give us a call back. Okay. Thank you. Of course. Have a great day.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Card. My name is Francesca. How can I assist you today?

Speaker speaker_1: Hey, yes. This is Raymond Bezotte. I have just been hired by Crown Staffing and I'm wondering what kind of insurance you offer and what am I going to have to pay for it? This is what the number they told me to call.

Speaker speaker_0: Sure thing, sir. I do want to clarify we don't offer the insurance, we only administrate for Crown Services so they're the ones offering it. They offer PPO-limited insurance plans and they're all sold separately so depending on how many plans as well as if you're putting in dependents will depend on how much you're paying out-of-pocket for your policy.

Speaker speaker_1: Well, I understand that but can you email me some of these, um, options so I can choose?

Speaker speaker_0: If you would like, I can send you a copy of their benefit guide.

Speaker speaker_1: Oh, yes. That would be great. Can you just email it though, so like it gets here instantly?

Speaker speaker_0: Yes, sir. I don't have access to mailing anything through UPS or USPS. I mea- meant to email it to you. What would be the best email to send it to?

Speaker speaker_1: Okay, well, I just... Either way is gonna be fine but I, um, do you know my address or do you need it?

Speaker speaker_0: No, sir, I need it. That's why I asked what would be the best email to send it to.

Speaker speaker_1: Okay. Well, uh, you got a pen and paper there? You ready to write my address down?

Speaker speaker_0: Your email address, sir. And yes, I'm ready for that email address.

Speaker speaker_1: Oh, I'm sorry. My email. Okay. Um, raymondbezotte51@gmail. Now, I'm going to spell that for you. R-A-Y-M-O-N-D B as in boy, E-Z-O-T-T-E51 at gmail.com.

Speaker speaker_0: All right. So you should be receiving that email from our office email which is info@benefitsinacard.com and it's going to be titled Benefit Guide. Should take a minute or two to leave our emails or go into yours.

Speaker speaker_1: Okay. Well, sounds good. Thank you very much, ma'am.

Speaker speaker_0: Of course. And there's gonna be a P- PDF file attached to that email. If you do not see it within the next five days give us a call back 'cause it looks like it went out from our outbox already.

Speaker speaker_1: Well, what kind of file do I need to attach to that? Because I have not received nothing from Crown Staffing.

Speaker speaker_0: No, sir. You misunderstood. I said there's going to be a PDF file attached to it which will be that benefit guide.

Speaker speaker_1: Okay. Well, okay. Thank you.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: I'm sorry. Yes. I didn't, I didn't understand you but yes. Okay. Thank you very much, ma'am.

Speaker speaker_0: No worries, sir. Was there anything else I can assist you with apart from sending you their ?

Speaker speaker_1: No, ma'am. If I could take care of that information today, that would be great.

Speaker speaker_0: Um, just that it was a pleasure assisting you today. Have a great day. Whenever you're ready to c- enroll, you can give us a call back.

Speaker speaker_1: Okay. Thank you.

Speaker speaker_0: Of course. Have a great day.