

Transcript: Francesca

Baez-5978073107841024-6432529603674112

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in the Hi, my name is Francesca. How can I assist you today? Hey, Francesca. My name is Patty Greenwell. So I'm with Econ Employment Solutions in Gainesville, Georgia, the corporate offices. And I was calling because, um, one of the employees was asking, we got the free RX that they signed up for this benefit year. Do they get a ca- card or something, or is there some way for me to get a card for them? Yes. Once they have access to their online account after we, after registering, they'll have access to that benefit card. Unfortunately, we or you wouldn't be able to access that benefit card. That's something that they have to do on their own when they open their account. So she has to open the account and then go in there under her account and print the card? Is that right? Yeah. So if she... Mm-hmm. If she has not done the registration process, she'll have to register first to create the account itself. Uh-huh. And then she'll be able to gain access to that benefit card. Okay. All right. Thank you. Sure thing. Was there anything else we can assist you with aside from that? No, I just needed that. Thank you so much. You're welcome. Mm-hmm. Have a wonderful rest of your day. You too. And also, if any of those members need any walk-ins, I mean walkthroughs, in regards to that registration, they can give us a call on our system. Okay. All right. I'll let her know. Thank you. Thank you. Have a wonderful rest of your day. You too. Bye-bye.

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

Speaker speaker_2: Hi, my name is Francesca. How can I assist you today?

Speaker speaker_1: Hey, Francesca. My name is Patty Greenwell. So I'm with Econ Employment Solutions in Gainesville, Georgia, the corporate offices. And I was calling because, um, one of the employees was asking, we got the free RX that they signed up for this benefit year. Do they get a ca- card or something, or is there some way for me to get a card for them?

Speaker speaker_2: Yes. Once they have access to their online account after we, after registering, they'll have access to that benefit card. Unfortunately, we or you wouldn't be able to access that benefit card. That's something that they have to do on their own when they open their account.

Speaker speaker_1: So she has to open the account and then go in there under her account and print the card? Is that right?

Speaker speaker_2: Yeah. So if she... Mm-hmm. If she has not done the registration process, she'll have to register first to create the account itself.

Speaker speaker_1: Uh-huh.

Speaker speaker_2: And then she'll be able to gain access to that benefit card.

Speaker speaker_1: Okay. All right. Thank you.

Speaker speaker_2: Sure thing. Was there anything else we can assist you with aside from that?

Speaker speaker_1: No, I just needed that. Thank you so much.

Speaker speaker_2: You're welcome.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: Have a wonderful rest of your day.

Speaker speaker_1: You too.

Speaker speaker_2: And also, if any of those members need any walk-ins, I mean walkthroughs, in regards to that registration, they can give us a call on our system.

Speaker speaker_1: Okay. All right. I'll let her know. Thank you.

Speaker speaker_2: Thank you. Have a wonderful rest of your day.

Speaker speaker_1: You too. Bye-bye.