

Transcript: Francesca

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Car. My name is Francesca. How can I assist you today? Hi, Francesca. I just called a few minutes ago and talked to a gentleman, um, about my insurance. I can't remember what his name was. Maybe, maybe Chad or something similar? Anyway, um, we were discussing whether or not to change my husband's, um, medical insurance to the next plan up because he fer- currently has the one that's, um... Oh, I'm sorry. He works with MAU, if that's helpful. Is your spouse there with you? Yes. Okay. I need to speak with him on the phone. Hello. I already told it. Hello? Yes. Hello. Good afternoon. My name is Francesca with Benefits in a Car. Please be advised that the line will be recorded for quality purposes. Your spouse says you're looking to make a policy change to your current staffing company's benefits, MAU. Is that correct? No, no, no. I'm looking to see what's the next things cover. Okay. Yes, sir. So if you're looking to see what the next plan will cover, you're looking to make-

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 a Car. My name is Francesca. How can I assist you today?

Speaker speaker_2: Hi, Francesca. I just called a few minutes ago and talked to a gentleman, um, about my insurance. I can't remember what his name was. Maybe, maybe Chad or something similar? Anyway, um, we were discussing whether or not to change my husband's, um, medical insurance to the next plan up because he fer- currently has the one that's, um... Oh, I'm sorry. He works with MAU, if that's helpful.

Speaker speaker_1: Is your spouse there with you?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. I need to speak with him on the phone.

Speaker speaker_3: Hello. I already told it. Hello?

Speaker speaker_1: Yes. Hello. Good afternoon. My name is Francesca with Benefits in a Car. Please be advised that the line will be recorded for quality purposes. Your spouse says you're looking to make a policy change to your current staffing company's benefits, MAU. Is

that correct?

Speaker speaker_3: No, no, no. I'm looking to see what's the next things cover.

Speaker speaker_1: Okay. Yes, sir. So if you're looking to see what the next plan will cover, you're looking to make-