

Transcript: Francesca

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Full Transcript

Your call may be monitored- Hello. ... or recorded for quality assurance purposes. This is hard. Where's my drink? Hi, Chris. Good morning. My name is Francesca, a benefits note card, looking to speak with Ms. Ashley Schroeder on behalf of Workforce Strategy. Oh, hi. This is Ashley. Good morning, ma'am. I was calling you on behalf of one of my coworkers. It's to our understanding you were needing your policy information for an appointment today, um, that I'm aware probably already happened? Yep. Yep. It already happened. Um, I just need my policy information and then I can get it to my doctors and they can, like, update it. All right. Great. So while we do not have access to the benefit cards, we were able to get those policy numbers for you for dental and medical. Are you ready for them? Um... Yeah. Is there any way that you could, like, text them or email them? Yes, ma'am. I can also send them to you via email if you like. Okay. Yeah, that would be great. Understood. I'll go ahead and send both of those numbers on email. Um, just a little bit of a heads-up, the policy numbers are very similar, these V and PPO limited plans. There's going to be just a one-digit err, um, no, sorry, one-digit difference. So when you see it, don't think it is an error. Those are your actual policy numbers. Okay. All right. I'll go ahead and send that to you on email then. Okay. Thank you. Of course. Have a great day and thank you for your time today. You too. Bye-bye. Bye.

Conversation Format

Speaker speaker_0: Your call may be monitored-

Speaker speaker_1: Hello.

Speaker speaker_0: ... or recorded for quality assurance purposes.

Speaker speaker_1: This is hard. Where's my drink?

Speaker speaker_2: Hi, Chris.

Speaker speaker_3: Good morning. My name is Francesca, a benefits note card, looking to speak with Ms. Ashley Schroeder on behalf of Workforce Strategy.

Speaker speaker_1: Oh, hi. This is Ashley.

Speaker speaker_3: Good morning, ma'am. I was calling you on behalf of one of my coworkers. It's to our understanding you were needing your policy information for an appointment today, um, that I'm aware probably already happened?

Speaker speaker_1: Yep. Yep. It already happened. Um, I just need my policy information and then I can get it to my doctors and they can, like, update it.

Speaker speaker_3: All right. Great. So while we do not have access to the benefit cards, we were able to get those policy numbers for you for dental and medical. Are you ready for them?

Speaker speaker_1: Um... Yeah. Is there any way that you could, like, text them or email them?

Speaker speaker_3: Yes, ma'am. I can also send them to you via email if you like.

Speaker speaker_1: Okay. Yeah, that would be great.

Speaker speaker_3: Understood. I'll go ahead and send both of those numbers on email. Um, just a little bit of a heads-up, the policy numbers are very similar, these V and PPO limited plans. There's going to be just a one-digit err, um, no, sorry, one-digit difference. So when you see it, don't think it is an error. Those are your actual policy numbers.

Speaker speaker_1: Okay.

Speaker speaker_3: All right. I'll go ahead and send that to you on email then.

Speaker speaker_1: Okay. Thank you.

Speaker speaker_3: Of course. Have a great day and thank you for your time today.

Speaker speaker_1: You too. Bye-bye.

Speaker speaker_3: Bye.