

Transcript: Francesca

Baez-6572762609401856-5547377922850816

Full Transcript

Thank you for calling Benefits In A Cart. My name is Francesca. How can I assist you today? Good morning, ma'am. How are you doing? I'm good. How are you? Good. My name is Moses Omisa. I'm working, um, for ETC, but I received a, a mailer. Uh, I just called you to give me more detail about, about, uh, the mailer, the bill, I mean. About the what? I'm sorry. Yeah, about the bill I received. Uh, the amount is like, uh, \$1,263.88. So, I want you to give me more information about that because, um, I seen people have to sign to complete or send, I don't know, but, so, yeah. That's why I called. I think you're calling the wrong place, sir. We're the administrators for the health insurance of the staffing companies. Well, that is, uh, 90 Degrees, right? No, sir. We're Benefits In A Cart. Were you looking to speak with 90 Degree? Yeah. That's, that's, yeah, that's, uh, 90 Degrees. I received, uh, the paper for 90 Degrees. Okay, but you called Benefits In A Cart. Bear with me one moment so I can get you transferred- Yes. ... over to them. Okay, thank you. Yes, sir. 'Cause you're trying to speak with 90 Degree, correct? Yes, ma'am. Okay. One moment. Okay. Mr. Moss, are you there? Yes, I'm here. Yes. There you go, sir. That is an agent at 90 Degree. Okay. Hello, ma'am. Good morning. How are you?

Conversation Format

Speaker speaker_0: Thank you for calling Benefits In A Cart. My name is Francesca. How can I assist you today?

Speaker speaker_1: Good morning, ma'am. How are you doing?

Speaker speaker_0: I'm good. How are you?

Speaker speaker_1: Good. My name is Moses Omisa. I'm working, um, for ETC, but I received a, a mailer. Uh, I just called you to give me more detail about, about, uh, the mailer, the bill, I mean.

Speaker speaker_0: About the what? I'm sorry.

Speaker speaker_1: Yeah, about the bill I received. Uh, the amount is like, uh, \$1,263.88. So, I want you to give me more information about that because, um, I seen people have to sign to complete or send, I don't know, but, so, yeah. That's why I called.

Speaker speaker_0: I think you're calling the wrong place, sir. We're the administrators for the health insurance of the staffing companies.

Speaker speaker_1: Well, that is, uh, 90 Degrees, right?

Speaker speaker_0: No, sir. We're Benefits In A Cart. Were you looking to speak with 90 Degree?

Speaker speaker_1: Yeah. That's, that's, yeah, that's, uh, 90 Degrees. I received, uh, the paper for 90 Degrees.

Speaker speaker_0: Okay, but you called Benefits In A Cart. Bear with me one moment so I can get you transferred-

Speaker speaker_1: Yes.

Speaker speaker_0: ... over to them.

Speaker speaker_1: Okay, thank you.

Speaker speaker_0: Yes, sir. 'Cause you're trying to speak with 90 Degree, correct?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay. One moment.

Speaker speaker_1: Okay.

Speaker speaker_0: Mr. Moss, are you there?

Speaker speaker_1: Yes, I'm here. Yes.

Speaker speaker_0: There you go, sir. That is an agent at 90 Degree.

Speaker speaker_1: Okay. Hello, ma'am. Good morning. How are you?