

Transcript: Estefania

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Full Transcript

Hello? Your call may be monitored or recorded for quality assurance purposes. Good afternoon. I'm calling from Benefits and a Card on behalf of Surge Staffing looking to speak with Fabian. This is him. Um, we spoke earlier today regarding you wanting to enroll into benefits. The main office did reach back, and it looks like you are eligible to, to enroll as a rehire. Thank you. Um, so would you like to go ahead and do that? Thank you. You said I am or I am not? That you are eligible. I am, yes, I do. Uh, can I... Would my wife be able to enroll with me as well? Yes. You're able. Okay. To choose dependents. Um, if you wish, I can go ahead and send you the benefit guide, and if you wish, I can also explain the plans to you. I have a huge question, if it's okay to call... ask for it. Is there any way you can call me tomorrow around 2:00 in the afternoon? 'Cause I'm actually out doing some errands and I'm actually have to be at work in an hour. And I'm on a very. Oh, okay. Strictly. So, I'm. Yeah, that's fine. Actually, I need that back in the truck and I wanna have this phone call with my wife as well. Yeah, that's fine. Um, if you wish, I can go ahead and send you the benefit guide that has all the plans and their prices if you were to include her, um, a- so that you can go ahead and have an idea with her what you would like. And then I'll call you tomorrow and we can just continue with the follow-up. Yeah, good deal. That sounds like a plan. Okay, I'ma go ahead and send it to you. Um, if you go to your email and you don't see it, I would check your spam and junk file, okay? But, um, if you're in a hurry, I can go ahead and do that. Yes, ma'am. Please. Okay. Yes, sir. Did you have any questions though before I let you go? No, ma'am. If I have any questions, I'll ask you them all. Okay. Well, thank you for your time. Have a great day. All right. Thank you very much. You have a great night. Bye-bye.

Conversation Format

Speaker speaker_0: Hello?

Speaker speaker_1: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_2: Good afternoon. I'm calling from Benefits and a Card on behalf of Surge Staffing looking to speak with Fabian.

Speaker speaker_0: This is him.

Speaker speaker_2: Um, we spoke earlier today regarding you wanting to enroll into benefits. The main office did reach back, and it looks like you are eligible to, to enroll as a rehire.

Speaker speaker_0: Thank you.

Speaker speaker_2: Um, so would you like to go ahead and do that?

Speaker speaker_0: Thank you. You said I am or I am not?

Speaker speaker_2: That you are eligible.

Speaker speaker_0: I am, yes, I do. Uh, can I... Would my wife be able to enroll with me as well?

Speaker speaker_2: Yes. You're able.

Speaker speaker_0: Okay.

Speaker speaker_2: To choose dependents. Um, if you wish, I can go ahead and send you the benefit guide, and if you wish, I can also explain the plans to you.

Speaker speaker_0: I have a huge question, if it's okay to call... ask for it. Is there any way you can call me tomorrow around 2:00 in the afternoon? 'Cause I'm actually out doing some errands and I'm actually have to be at work in an hour. And I'm on a very.

Speaker speaker_2: Oh, okay.

Speaker speaker_0: Strictly. So, I'm.

Speaker speaker_2: Yeah, that's fine.

Speaker speaker_0: Actually, I need that back in the truck and I wanna have this phone call with my wife as well.

Speaker speaker_2: Yeah, that's fine. Um, if you wish, I can go ahead and send you the benefit guide that has all the plans and their prices if you were to include her, um, a- so that you can go ahead and have an idea with her what you would like. And then I'll call you tomorrow and we can just continue with the follow-up.

Speaker speaker_0: Yeah, good deal. That sounds like a plan.

Speaker speaker_2: Okay, I'ma go ahead and send it to you. Um, if you go to your email and you don't see it, I would check your spam and junk file, okay? But, um, if you're in a hurry, I can go ahead and do that.

Speaker speaker_0: Yes, ma'am. Please.

Speaker speaker_2: Okay. Yes, sir. Did you have any questions though before I let you go?

Speaker speaker_0: No, ma'am. If I have any questions, I'll ask you them all.

Speaker speaker_2: Okay. Well, thank you for your time. Have a great day.

Speaker speaker_0: All right. Thank you very much. You have a great night. Bye-bye.