

## **Transcript: Estefania**

**Acevedo-4948093975609344-4883574238691328**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Hello. Hey, good morning. I'm calling from Benefits Center Card on behalf of Partners Personal looking to speak with Mr. Oscar Ramirez. Yeah, it's the... Ah, sí, señor. Lo único que te iba a dejar saber es sobre tu cobertura, que se va a hacer efectiva el 6 de enero. No sé si te dejé saber esa vez que te inscribí. Solo te estaba llamando para recordarte. Okay, perfecto. Okay, so later on- Are there any general questions? Yes, sir. If I'm not wrong, I think I told you that I was going to get a paper in a week or two, and I think I was going to be active before. I don't remember telling you that I was going to be there until the 6th of January. Yes, sir. There was a confusion. That was if you had written it down, and it was from the time of the company. So like in the time of the season of the company, it doesn't affect until the 6th of January. I was calling to let you know. Okay. Okay. But I also think that before, in what you are telling me, within the time of the agency, but it's okay, no problem. Okay, yes, I'm sorry. It just happened an error, but I just wanted to call you to inform you that until the sixth of January, those dental plans and the division are effective. No, it doesn't matter. Well, thank you. You're welcome.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Hello.

Speaker speaker\_2: Hey, good morning. I'm calling from Benefits Center Card on behalf of Partners Personal looking to speak with Mr. Oscar Ramirez.

Speaker speaker\_1: Yeah, it's the... Ah, sí, señor. Lo único que te iba a dejar saber es sobre tu cobertura, que se va a hacer efectiva el 6 de enero. No sé si te dejé saber esa vez que te inscribí. Solo te estaba llamando para recordarte. Okay, perfecto. Okay, so later on- Are there any general questions?

Speaker speaker\_2: Yes, sir. If I'm not wrong, I think I told you that I was going to get a paper in a week or two, and I think I was going to be active before. I don't remember telling you that I was going to be there until the 6th of January. Yes, sir. There was a confusion. That was if you had written it down, and it was from the time of the company. So like in the time of the season of the company, it doesn't affect until the 6th of January. I was calling to let you know.

Speaker speaker\_1: Okay. Okay. But I also think that before, in what you are telling me, within the time of the agency, but it's okay, no problem.

Speaker speaker\_2: Okay, yes, I'm sorry. It just happened an error, but I just wanted to call you to inform you that until the sixth of January, those dental plans and the division are effective. No, it doesn't matter.

Speaker speaker\_1: Well, thank you.

Speaker speaker\_2: You're welcome.