

Transcript: Estefania

Acevedo-4982942088609792-5844369955405824

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hello? Hello? Hey, good morning. I'm calling from a credit card on behalf of the ATC. Am I speaking to Irina? Yes. Yes. Um, hey, good morning. Um, you called last week regarding the enrollment of the dental. Um, I was calling to apologize to actually let you know that you wouldn't be able to be eligible to enroll since you called on the 27th, and the last day for enrollment was on the 24th. Um, so I was just calling to reach out to actually let you know that you wouldn't be eligible to enroll into the dental. Okay, but- I'm sorry. ... in the message it was like 27 last day. So... So, I actually verified and it was between 12/9, the first day of their enrollment was December the 9th, up until December the 24th. Okay. I'm so sorry. But I just wanted to reach out just in case you have a dentist appointment, s- so that you were aware that, um, you wouldn't have coverage. Okay. But you're welcome to contact us back in December of next year. It's typically around the same, um, month, but the days sometimes do change. So, if you do want to enroll in the future around December time, I would ask your company, um, just to verify exactly the dates. Okay. Just so that you don't miss it, okay? Okay, thank you. I appreciate it. You're welcome. Have a great day. Happy New Year. You too. You too. Bye-bye. Bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Hello? Hello?

Speaker speaker_0: Hey, good morning. I'm calling from a credit card on behalf of the ATC. Am I speaking to Irina?

Speaker speaker_1: Yes. Yes.

Speaker speaker_0: Um, hey, good morning. Um, you called last week regarding the enrollment of the dental. Um, I was calling to apologize to actually let you know that you wouldn't be able to be eligible to enroll since you called on the 27th, and the last day for enrollment was on the 24th. Um, so I was just calling to reach out to actually let you know that you wouldn't be eligible to enroll into the dental.

Speaker speaker_1: Okay, but-

Speaker speaker_0: I'm sorry.

Speaker speaker_1: ... in the message it was like 27 last day. So...

Speaker speaker_0: So, I actually verified and it was between 12/9, the first day of their enrollment was December the 9th, up until December the 24th.

Speaker speaker_1: Okay.

Speaker speaker_0: I'm so sorry. But I just wanted to reach out just in case you have a dentist appointment, s- so that you were aware that, um, you wouldn't have coverage.

Speaker speaker_1: Okay.

Speaker speaker_0: But you're welcome to contact us back in December of next year. It's typically around the same, um, month, but the days sometimes do change. So, if you do want to enroll in the future around December time, I would ask your company, um, just to verify exactly the dates.

Speaker speaker_1: Okay.

Speaker speaker_0: Just so that you don't miss it, okay?

Speaker speaker_1: Okay, thank you. I appreciate it.

Speaker speaker_0: You're welcome. Have a great day. Happy New Year.

Speaker speaker_1: You too. You too. Bye-bye.

Speaker speaker_0: Bye.