

Transcript: Estefania

Acevedo-5370522916929536-5119397789745152

Full Transcript

Your call may be monitored for insurance purposes. Hey, good afternoon. I'm calling from Benefits Center Card on behalf of the Hamilton Record Group. I'm looking to speak with Mr. Gray. Oh, he had left the house, so I couldn't find his number. I'm sorry? He had left the house, so I couldn't find him either at Miss Korn's. Um, so I was just calling because he... We're currently processing enrollment forms and he selected a few plans- Mm-hmm. ... that can't- um, where he chose the family plan and we w- we were missing the dependents' information. So I was actually calling to see if he still wanted to enroll into these plans as a family or if he wanted to do the employee only, um, because we were missing dependents' information from him. I don't know if you could tell him if he could please give us a call back to let us know. Um, but for now we will enroll him in the lowest level of coverage, which is only for employee. If he does wish to add his family he's welcome to give us a call at this number. We're open from 8:00 AM up until 8:00 PM Eastern Time. Um, but since I didn't get a response from him, for now we will enroll him into the employee only plan. I don't know if you mind, um- Okay. ... telling him to give us a call- Okay. I will. ... whenever he has a chance. Okay. I'll have him call as soon as he come back from the store. Okay. And then I would just tell him it's regarding the healthcare benefits that the staff and agency that he applied with offers. Um, 'cause he selected family plan for like dental, vision, uh, virtual primary care and then the Stay Healthy. And then, um- Yes, ma'am. I will- ... we need to know- He, he told, he told me he, he was gonna add me but I'm just let him call back and- Okay. Yes, ma'am. ... please let him call me back. Okay. Okay. Thank you so much. I hope you have a great day. Okay. You too.

Conversation Format

Speaker speaker_0: Your call may be monitored for insurance purposes.

Speaker speaker_1: Hey, good afternoon. I'm calling from Benefits Center Card on behalf of the Hamilton Record Group. I'm looking to speak with Mr. Gray.

Speaker speaker_2: Oh, he had left the house, so I couldn't find his number.

Speaker speaker_1: I'm sorry?

Speaker speaker_2: He had left the house, so I couldn't find him either at Miss Korn's.

Speaker speaker_1: Um, so I was just calling because he... We're currently processing enrollment forms and he selected a few plans-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... that can't- um, where he chose the family plan and we w- we were missing the dependents' information. So I was actually calling to see if he still wanted to enroll into these plans as a family or if he wanted to do the employee only, um, because we were missing dependents' information from him. I don't know if you could tell him if he could please give us a call back to let us know. Um, but for now we will enroll him in the lowest level of coverage, which is only for employee. If he does wish to add his family he's welcome to give us a call at this number. We're open from 8:00 AM up until 8:00 PM Eastern Time. Um, but since I didn't get a response from him, for now we will enroll him into the employee only plan. I don't know if you mind, um-

Speaker speaker_2: Okay.

Speaker speaker_1: ... telling him to give us a call-

Speaker speaker_2: Okay. I will.

Speaker speaker_1: ... whenever he has a chance.

Speaker speaker_2: Okay. I'll have him call as soon as he come back from the store.

Speaker speaker_1: Okay. And then I would just tell him it's regarding the healthcare benefits that the staff and agency that he applied with offers. Um, 'cause he selected family plan for like dental, vision, uh, virtual primary care and then the Stay Healthy. And then, um-

Speaker speaker_2: Yes, ma'am. I will-

Speaker speaker_1: ... we need to know-

Speaker speaker_2: He, he told, he told me he, he was gonna add me but I'm just let him call back and-

Speaker speaker_1: Okay. Yes, ma'am.

Speaker speaker_2: ... please let him call me back. Okay.

Speaker speaker_1: Okay. Thank you so much. I hope you have a great day.

Speaker speaker_2: Okay. You too.