

Transcript: Estefania

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Full Transcript

This call may be monitored or recorded for quality assurance purposes. Hey, good morning. I'm calling from Benefits and a Card on behalf of Surge Staffing. I'm looking to speak with Mr. Johnson. Yeah. Hey, good morning. Um, I'm calling because you called, I believe, on Friday to enroll, but I told you we had to do a eligibility review to see if you were eligible to enroll. Um- Yes. But finally, the main office did come back to me and you are eligible. Um, did you wanna go ahead and do the enrollment? Or would you like to wait a little bit? Uh, I'll have, I'll, I'll have to wait for it. I'm at work right now. Uh- Okay. ... uh, on the floor, so. Yeah, that's fine. Yes, sir. All right. Thank you. Um, and then we're open from 8:00 AM up until 8:00 PM Eastern time, so you're welcome to enroll whenever, um- All right. I'll, I'll give you all a call back when I get off work at four o'clock. ... you have time. Okay, that's fine. All right. Well, I hope you have a great day. All right, thank you. You're welcome.

Conversation Format

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

Speaker speaker_1: Hey, good morning. I'm calling from Benefits and a Card on behalf of Surge Staffing. I'm looking to speak with Mr. Johnson.

Speaker speaker_2: Yeah.

Speaker speaker_1: Hey, good morning. Um, I'm calling because you called, I believe, on Friday to enroll, but I told you we had to do a eligibility review to see if you were eligible to enroll. Um-

Speaker speaker_2: Yes.

Speaker speaker_1: But finally, the main office did come back to me and you are eligible. Um, did you wanna go ahead and do the enrollment? Or would you like to wait a little bit?

Speaker speaker_2: Uh, I'll have, I'll, I'll have to wait for it. I'm at work right now. Uh-

Speaker speaker_1: Okay.

Speaker speaker_2: ... uh, on the floor, so.

Speaker speaker_1: Yeah, that's fine. Yes, sir.

Speaker speaker_2: All right. Thank you.

Speaker speaker_1: Um, and then we're open from 8:00 AM up until 8:00 PM Eastern time, so you're welcome to enroll whenever, um-

Speaker speaker_2: All right. I'll, I'll give you all a call back when I get off work at four o'clock.

Speaker speaker_1: ... you have time. Okay, that's fine. All right. Well, I hope you have a great day.

Speaker speaker_2: All right, thank you.

Speaker speaker_1: You're welcome.