

## **Transcript: Estefania**

**Acevedo-5918080771768320-6261211581071360**

### **Full Transcript**

Hello? This call may be monitored or recorded for quality assurance purposes. Yeah, I know, I know this is a large service, so they can... Good morning. I'm calling from Benefit Center Card on behalf of NAU. I'm looking to speak to Isaiah. Mm-hmm. Um, he's at work. He's out of order. Oh, okay. Um, we're currently processing enrollment forms. Okay. I'm not sure if you could- Yeah, 'cause I don't, I don't- ... notify him that gave us a call. Yeah. Um, because we're missing dependents' information for his vision plan from his spouse. So for now we enrolled him into the lowest plan for employee only. Is that how it is? Isaiah don't have no spouse or children. That's my son. Okay, fine. I appreciate you calling. Oh, okay. Um, because he recently did an enrollment form for NAU and he selected the vision plan for employee and spouse. Okay. I'll have him tell me if he enrolled. Okay. Um, so we were just calling to notify him that he was enrolled into vision for employee only, and we also need, um... I'm sorry. No. Actually, yeah, we were really just calling for that, to see if he wanted still the vision plan for employee and spouse or just employee only. Um, is, is there a number that he can call back? Yes, ma'am. So it would be eight- 800-497-4856. It's the number- Oh. ... I'm calling from right now. Okay. Okay, I'll ask him to call back. I'm about to see if I can get in touch with him right now. Okay, thank you. Thank you.

### **Conversation Format**

Speaker speaker\_0: Hello?

Speaker speaker\_1: This call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_0: Yeah, I know, I know this is a large service, so they can...

Speaker speaker\_2: Good morning. I'm calling from Benefit Center Card on behalf of NAU. I'm looking to speak to Isaiah.

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_3: Um, he's at work.

Speaker speaker\_0: He's out of order.

Speaker speaker\_2: Oh, okay. Um, we're currently processing enrollment forms.

Speaker speaker\_3: Okay.

Speaker speaker\_2: I'm not sure if you could-

Speaker speaker\_3: Yeah, 'cause I don't, I don't-

Speaker speaker\_2: ... notify him that gave us a call.

Speaker speaker\_3: Yeah.

Speaker speaker\_2: Um, because we're missing dependents' information for his vision plan from his spouse. So for now we enrolled him into the lowest plan for employee only.

Speaker speaker\_3: Is that how it is? Isaiah don't have no spouse or children. That's my son.

Speaker speaker\_4: Okay, fine. I appreciate you calling.

Speaker speaker\_2: Oh, okay. Um, because he recently did an enrollment form for NAU and he selected the vision plan for employee and spouse.

Speaker speaker\_3: Okay. I'll have him tell me if he enrolled.

Speaker speaker\_2: Okay. Um, so we were just calling to notify him that he was enrolled into vision for employee only, and we also need, um... I'm sorry. No. Actually, yeah, we were really just calling for that, to see if he wanted still the vision plan for employee and spouse or just employee only.

Speaker speaker\_3: Um, is, is there a number that he can call back?

Speaker speaker\_2: Yes, ma'am. So it would be eight- 800-497-4856. It's the number-

Speaker speaker\_3: Oh.

Speaker speaker\_2: ... I'm calling from right now.

Speaker speaker\_3: Okay. Okay, I'll ask him to call back. I'm about to see if I can get in touch with him right now.

Speaker speaker\_2: Okay, thank you.

Speaker speaker\_3: Thank you.