

## **Transcript: Estefania**

**Acevedo-5963978432102400-6324205778157568**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Hey, good afternoon. I'm calling from Benefits for the Card on behalf of MAU. I'm working with Hello? I'll have to take a message. Oh, okay. Um, I was just calling back to let him know that he is eligible for the healthcare benefits. He called earlier to enroll but ha- they had to tell him, um, I had to send a email to the main office to see if he was eligible. So I was just calling back to let him know that he is eligible to enroll and that he is welcome to give us a call and enroll into the healthcare benefits through his staffing agency. I'll definitely do it. Okay. Thanks, ma'am. I hope you have a great day. All right, thank you.

### **Conversation Format**

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

Speaker speaker\_1: Hey, good afternoon. I'm calling from Benefits for the Card on behalf of MAU. I'm working with Hello?

Speaker speaker\_2: I'll have to take a message.

Speaker speaker\_1: Oh, okay. Um, I was just calling back to let him know that he is eligible for the healthcare benefits. He called earlier to enroll but ha- they had to tell him, um, I had to send a email to the main office to see if he was eligible. So I was just calling back to let him know that he is eligible to enroll and that he is welcome to give us a call and enroll into the healthcare benefits through his staffing agency.

Speaker speaker\_2: I'll definitely do it.

Speaker speaker\_1: Okay. Thanks, ma'am. I hope you have a great day.

Speaker speaker\_2: All right, thank you.