

Transcript: Estefania

Acevedo-6727409422352384-5099947168940032

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hey, good afternoon. I'm calling from Benefits in a Card on behalf of the MAU. I'm looking to speak with Mr. Anthony Want. When you do that, you might help his problem. Um, he's at work right now. He doesn't get off until 3:00. Oh, okay. Um, if you could tell him that we're currently processing the enrollment forms for the staffing agency. He selected some healthcare benefits that can't be combined, and I was also, um, trying to get his daughter's date of birth, because he put her down as the dependent, but the date of birth that he put down, um, is like oh four twelve of twenty. Oh four twelve of twenty. Um, so for... Yes, ma'am? I'm sorry. Um, I'm not sure. Uh, I don't even know when her birthday is, so I can't, I can't even confirm that. But, um, I don't think he's gonna get insurance anymore, but I will have... Hold on the phone! Yeah. So I would have to, um, I would have to get information through him. Um, if you could please let him know to call us back. For now, um, since we couldn't get the dependent's date of birth, um, and the correct coverage that he wants, he will be enrolled into the lowest level for employee only. So if he wishes to cancel that or to, like, add the de- the child under the dependent, um, if you could please contact us at this phone number. Okay. I'll, I'll have him, um, give you a call. Okay, thank you. I hope you have a good day. Thank you, too.

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 in a Card on behalf of the MAU. I'm looking to speak with Mr. Anthony Want.

Speaker speaker_2: When you do that, you might help his problem.

Speaker speaker_3: Um, he's at work right now. He doesn't get off until 3:00.

Speaker speaker_1: Oh, okay. Um, if you could tell him that we're currently processing the enrollment forms for the staffing agency. He selected some healthcare benefits that can't be combined, and I was also, um, trying to get his daughter's date of birth, because he put her down as the dependent, but the date of birth that he put down, um, is like oh four twelve of twenty.

Speaker speaker_3: Oh four twelve of twenty.

Speaker speaker_1: Um, so for... Yes, ma'am?

Speaker speaker_3: I'm sorry. Um, I'm not sure. Uh, I don't even know when her birthday is, so I can't, I can't even confirm that. But, um, I don't think he's gonna get insurance anymore, but I will have... Hold on the phone!

Speaker speaker_1: Yeah. So I would have to, um, I would have to get information through him. Um, if you could please let him know to call us back. For now, um, since we couldn't get the dependent's date of birth, um, and the correct coverage that he wants, he will be enrolled into the lowest level for employee only. So if he wishes to cancel that or to, like, add the child under the dependent, um, if you could please contact us at this phone number.

Speaker speaker_3: Okay. I'll, I'll have him, um, give you a call.

Speaker speaker_1: Okay, thank you. I hope you have a good day.

Speaker speaker_3: Thank you, too.