

Transcript: Estefania

Acevedo-6729307949154304-6638509471612928

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 WorkSmart. I'm looking to speak with Miss Corbett? Yeah. That's me. Hey, good afternoon. Um, I'm calling you back regarding your dental and vision. Um, I spoke with you, I believe, on Thursday? Yeah. Um, so they finally got back to me. I'm sorry for the delay, um, but they finally fixed everything with the carriers, so now you should be showing up as active. Um, I'm sorry for the- the amount of time that you had to wait, though. That's okay. Thank you. But I just wanted to call you, um, to let you know that that has been fixed. And thank you for your patience as well. Okay, perfect. I really appreciate it. Thank you. You're welcome. Did you have any questions? Um, not at the moment, no. Okay, and then if you do have any questions or concerns, anything like that, you're always welcome to give us a call. We're open from 8:00 AM up until 8:00 PM Eastern Time, but that should have gotten fixed already. And then I did double-check, and everything looks like it's up to date now. Okay, perfect. Thank you. You're welcome. Have a great day. You too. Bye. Bye.

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 WorkSmart. I'm looking to speak with Miss Corbett?

Speaker speaker_2: Yeah. That's me.

Speaker speaker_1: Hey, good afternoon. Um, I'm calling you back regarding your dental and vision. Um, I spoke with you, I believe, on Thursday?

Speaker speaker_2: Yeah.

Speaker speaker_1: Um, so they finally got back to me. I'm sorry for the delay, um, but they finally fixed everything with the carriers, so now you should be showing up as active. Um, I'm sorry for the- the amount of time that you had to wait, though.

Speaker speaker_2: That's okay. Thank you.

Speaker speaker_1: But I just wanted to call you, um, to let you know that that has been fixed. And thank you for your patience as well.

Speaker speaker_2: Okay, perfect. I really appreciate it. Thank you.

Speaker speaker_1: You're welcome. Did you have any questions?

Speaker speaker_2: Um, not at the moment, no.

Speaker speaker_1: Okay, and then if you do have any questions or concerns, anything like that, you're always welcome to give us a call. We're open from 8:00 AM up until 8:00 PM Eastern Time, but that should have gotten fixed already. And then I did double-check, and everything looks like it's up to date now.

Speaker speaker_2: Okay, perfect. Thank you.

Speaker speaker_1: You're welcome. Have a great day.

Speaker speaker_2: You too. Bye.

Speaker speaker_1: Bye.