

Transcript: Estefania

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Full Transcript

Thank you for calling... Your call may be monitored or recorded for quality assurance purposes. Hey, good afternoon. I'm calling from Benefits CenterCard on behalf of BGS. Um, I was- Hey, this is me. I'm so sorry that I did that. It's okay. No, no, no. You're fine. I was just- ... calling to let you know that I went ahead and emailed back, um, emailed to you. So I attached the benefit guide. Good. And then I wrote down- ... the phone numbers of the two carriers of the pharmacies for the plans. And I wrote down for what plan was what. Okay? Thank you so very much. I will review that right when I get off work and get to the house. Okay. And then I went ahead and emailed that- ... to them so now we just be waiting on them to let me know and then I'll contact you, um, tomorrow. Perfect. Just wanna make sure- Okay? ... that I'm covered. Yes, ma'am. Mm-hmm. Yes. Thank you so very much. I really appreciate your help. You're welcome. Have a nice day. Thanks. You too. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling...

Speaker speaker_1: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_2: Hey, good afternoon. I'm calling from Benefits CenterCard on behalf of BGS. Um, I was-

Speaker speaker_0: Hey, this is me. I'm so sorry that I did that.

Speaker speaker_2: It's okay. No, no, no. You're fine. I was just-

Speaker speaker_0: .

Speaker speaker_2: ... calling to let you know that I went ahead and emailed back, um, emailed to you. So I attached the benefit guide.

Speaker speaker_0: Good.

Speaker speaker_2: And then I wrote down-

Speaker speaker_0: .

Speaker speaker_2: ... the phone numbers of the two carriers of the pharmacies for the plans. And I wrote down for what plan was what. Okay?

Speaker speaker_0: Thank you so very much. I will review that right when I get off work and get to the house.

Speaker speaker_2: Okay. And then I went ahead and emailed that-

Speaker speaker_0: .

Speaker speaker_2: ... to them so now we just be waiting on them to let me know and then I'll contact you, um, tomorrow.

Speaker speaker_0: Perfect. Just wanna make sure-

Speaker speaker_2: Okay?

Speaker speaker_0: ... that I'm covered.

Speaker speaker_2: Yes, ma'am. Mm-hmm.

Speaker speaker_0: Yes. Thank you so very much. I really appreciate your help.

Speaker speaker_2: You're welcome. Have a nice day.

Speaker speaker_0: Thanks. You too. Bye-bye.