

Transcript: Francesca

Baez-4664678429442048-5235689365389312

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card, my name is Francesca, how can I assist you today? Uh, this is Jermaine, I'm seeing if I'm enrolled. What staffing company do you work with? Huh? What staffing company do you work with? Serge. What are the last four of your social and the last name, please? 3803 and Christie. And for security purposes, could you verify your mailing address and date of birth? Yeah. 15 South 5th Street, Jacksonville, Ohio. All right, I'm just missing your date of birth. 05/06/2005. We have the best phone number to reach you down as 470-541-764, I mean 79. Yeah. And lastly we have your email down as last name... First name, last name, sorry, 99@icloud.com? Yeah. So you have been active on their medical preventative care plan due to our enrollment since October 21st. Okay. Yes, sir, aside from checking if you were active, was there any other information you were looking for today? No, that's it. Thank you. Understood. Did you need me to go over what the plan covers or provide any benefit cards? Uh, no. No, thank you. All right, I hope you have a wonderful rest of your day and thank you for your time. Thank you, too.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benefits in a Card, my name is Francesca, how can I assist you today?

Speaker speaker_2: Uh, this is Jermaine, I'm seeing if I'm enrolled.

Speaker speaker_1: What staffing company do you work with?

Speaker speaker_2: Huh?

Speaker speaker_1: What staffing company do you work with?

Speaker speaker_2: Serge.

Speaker speaker_1: What are the last four of your social and the last name, please?

Speaker speaker_2: 3803 and Christie.

Speaker speaker_1: And for security purposes, could you verify your mailing address and date of birth?

Speaker speaker_2: Yeah. 15 South 5th Street, Jacksonville, Ohio.

Speaker speaker_1: All right, I'm just missing your date of birth.

Speaker speaker_2: 05/06/2005.

Speaker speaker_1: We have the best phone number to reach you down as 470-541-764, I mean 79.

Speaker speaker_2: Yeah.

Speaker speaker_1: And lastly we have your email down as last name... First name, last name, sorry, 99@icloud.com?

Speaker speaker_2: Yeah.

Speaker speaker_1: So you have been active on their medical preventative care plan due to our enrollment since October 21st.

Speaker speaker_2: Okay.

Speaker speaker_1: Yes, sir, aside from checking if you were active, was there any other information you were looking for today?

Speaker speaker_2: No, that's it. Thank you.

Speaker speaker_1: Understood. Did you need me to go over what the plan covers or provide any benefit cards?

Speaker speaker_2: Uh, no. No, thank you.

Speaker speaker_1: All right, I hope you have a wonderful rest of your day and thank you for your time.

Speaker speaker_2: Thank you, too.