

Transcript: Francesca

Baez-5059735523475456-6135802535395328

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benifit Acar. My name is Francesca. How may I assist you today? Hi. This is Tina Chenault, and I just spoke with someone from there, and I just wanna make sure that added, um, the vision to my, um, plan that I picked. Okay. Well, what health plan company do you work with? Uh, Versela. What are the last four of the social in the last name? 9553, and the last name is C-h-e-n-a-u-l-t. For security purposes, could you please verify your mailing address and date of birth to make sure I have the right account in front of me? 830 Cloudy Wind Drive, Apartment 400, Indianapolis, Indiana 46227. Birth date is 11/5/62. All right. I have vessel number 317-797-9587 with the email of your first and last name, number one at hotmail.com. That's us. It shows here that you went ahead and enrolled for FreeRx membership, dental, vision and 10 life with no MVP enrollment. Okay. All right. I just wanted to make sure. I didn't mark it on my papers. I was like, "Dang it. I can't remember." No. It's okay. Thank you so much. Of course. Was there anything else that we can assist you with today? I think that's it. Thank you for your time today. Have a wonderful rest of your day. Thank you. 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 Benifit Acar. My name is Francesca. How may I assist you today?

Speaker speaker_2: Hi. This is Tina Chenault, and I just spoke with someone from there, and I just wanna make sure that added, um, the vision to my, um, plan that I picked.

Speaker speaker_1: Okay. Well, what health plan company do you work with?

Speaker speaker_2: Uh, Versela.

Speaker speaker_1: What are the last four of the social in the last name?

Speaker speaker_2: 9553, and the last name is C-h-e-n-a-u-l-t.

Speaker speaker_1: For security purposes, could you please verify your mailing address and date of birth to make sure I have the right account in front of me?

Speaker speaker_2: 830 Cloudy Wind Drive, Apartment 400, Indianapolis, Indiana 46227. Birth date is 11/5/62.

Speaker speaker_1: All right. I have vessel number 317-797-9587 with the email of your first and last name, number one at hotmail.com.

Speaker speaker_2: That's us.

Speaker speaker_1: It shows here that you went ahead and enrolled for FreeRx membership, dental, vision and 10 life with no MVP enrollment.

Speaker speaker_2: Okay. All right. I just wanted to make sure. I didn't mark it on my papers. I was like, "Dang it. I can't remember."

Speaker speaker_1: No. It's okay.

Speaker speaker_2: Thank you so much.

Speaker speaker_1: Of course. Was there anything else that we can assist you with today?

Speaker speaker_2: I think that's it.

Speaker speaker_1: Thank you for your time today. Have a wonderful rest of your day.

Speaker speaker_2: Thank you. You too.