

## **Transcript: Francesca**

**Baez-5105287598391296-6154105945276416**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for picking up Benefits in a Car. My name is Francesca. How can I assist you today? Yeah, my name is Abdukeni. I got the new medical plan insurance so I wanted to know the bonus. I'm sorry, sir. So I wanted to know the bonus of my... What, uh... The bonus of my new medical plan, so I got a new medical plan insurance. The bullet of what, sir? I'm sorry. What do you mean when you say bullet? So I want to know my insurance coverage like bullets, like what they, they mean if I go to doctor. I'm so sorry, sir. The line thank you. Essentially, what are you calling for today? To enroll into Benefits to get information, to make a cancellation, or to see where a message or email is coming from? Okay.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Thank you for picking up Benefits in a Car. My name is Francesca. How can I assist you today?

Speaker speaker\_2: Yeah, my name is Abdukeni. I got the new medical plan insurance so I wanted to know the bonus.

Speaker speaker\_1: I'm sorry, sir.

Speaker speaker\_2: So I wanted to know the bonus of my... What, uh... The bonus of my new medical plan, so I got a new medical plan insurance.

Speaker speaker\_1: The bullet of what, sir? I'm sorry. What do you mean when you say bullet?

Speaker speaker\_2: So I want to know my insurance coverage like bullets, like what they, they mean if I go to doctor.

Speaker speaker\_1: I'm so sorry, sir. The line thank you. Essentially, what are you calling for today? To enroll into Benefits to get information, to make a cancellation, or to see where a message or email is coming from?

Speaker speaker\_2: Okay.