

Transcript: Francesca

Baez-5152872021311488-4660532169097216

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits are Not a Crime. My name is Francesca. How can I assist you today? Yes, I was just calling to see if vision is covered with my plan. I need to take a look at your policy. What staffing company do you work with? Serge. What are the last four of your social and your last name, please? Ms. Brown, and it's 8604. For security purposes, could you please verify your mailing address and date of birth? It's 120904, and then 10 Honor Drive, Fort Mitchell. I have the best phone number to reach you down as 708-738-9431. Say that one more time? Yes, sir. I have the best phone number to reach you down as 708-738-9431. 708-738-9431? Yes, sir. All right. And your email is done with your first and last name, 755@gmail.com? Mm-hmm. No, sir. So your current policy doesn't include vision. Um, you were auto-enrolled into that medical preventative care plan, and surge auto-enrollment only takes part of that medical preventative. It doesn't enroll you in any... into any other additional plans. Sorry. Okay. All right. Well, is there anything else I can assist you with today? Nope. That's it. I hope you have a wonderful rest of your day. Thank you for your time today. All right. You too. Bye-bye.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits are Not a Crime. My name is Francesca. How can I assist you today?

Speaker speaker_2: Yes, I was just calling to see if vision is covered with my plan.

Speaker speaker_1: I need to take a look at your policy. What staffing company do you work with?

Speaker speaker_2: Serge.

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

Speaker speaker_2: Ms. Brown, and it's 8604.

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

Speaker speaker_2: It's 120904, and then 10 Honor Drive, Fort Mitchell.

Speaker speaker_1: I have the best phone number to reach you down as 708-738-9431.

Speaker speaker_2: Say that one more time?

Speaker speaker_1: Yes, sir. I have the best phone number to reach you down as 708-738-9431.

Speaker speaker_2: 708-738-9431?

Speaker speaker_1: Yes, sir.

Speaker speaker_2: All right.

Speaker speaker_1: And your email is done with your first and last name, 755@gmail.com?

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: No, sir. So your current policy doesn't include vision. Um, you were auto-enrolled into that medical preventative care plan, and surge auto-enrollment only takes part of that medical preventative. It doesn't enroll you in any... into any other additional plans. Sorry.

Speaker speaker_2: Okay.

Speaker speaker_1: All right. Well, is there anything else I can assist you with today?

Speaker speaker_2: Nope. That's it.

Speaker speaker_1: I hope you have a wonderful rest of your day. Thank you for your time today.

Speaker speaker_2: All right. You too.

Speaker speaker_1: Bye-bye.