

## **Transcript: Francesca**

**Baez-5247566879866880-5776653975240704**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Good morning. My name is Francesca ... I'm looking to speak with Ms. Marisol on behalf of BGS Staffing. Yes. This is she. How are you today, ma'am? I'm okay. How are you today? Good. Thank you for asking. I was giving you a call back in regards to our conversation yesterday, um, about you having an appointment today. Yes. And you were needing the copies of the benefit cards. Yes, ma'am. So the only benefit cards we have available at the moment will be your vision and your medical preventative. Um, however, thank God I was able to get the policy for the medical and the dental, um, for the hospital indemnity and the dental one. Um, I know it's not the benefit card itself, um, but I was hoping maybe the policy number could help you in that appointment, hopefully. Oh my gosh, I really hope so. Um, what do I do? Um, do I write it down? So I am gonna send them to your email, um, if you like you can also write it down. It's completely up to you. Okay. Medical and dental, right? Yes, ma'am. It will be for medical hospital indemnity and your dental. Okay. Ready. All right. So for the medical it'll be 257-Okay. ... 1217. ... 1217. Okay. And for the dental it is gonna be 257-1222. Okay. For the medical it's one... I mean, 257-1217? Yes, ma'am. And for the dental it's 257-1222? Correct. Yes. Okay. All right. And then for your carriers, you have your- Okay. ... preventative services with 90 Degree. And then you have your hospital indemnity with American Public Life. Okay. And all of that is gonna be sent on the email? Yes, ma'am. I'll put that information in the email for you. Oh, I appreciate you so much. Um, since my surgery is at 2:00, I'm try... And I can't eat. I'm trying to, like, stay in my room. I understand. So prepping for the surgery usually are a little bit harder. Yeah. It is. And hopefully, hopefully it works because it's hard to be in pain every day. Ay, ay, ay. Okay. Mm-hmm. I wrote everything down. All right. So it should be sent to your email within roughly 10 to 15 minutes while I get all the information together and I send it to you. Okay? Okay. It sounds good. Thank you so much. I really appreciate you. Of course. And then in the event that they miss any information, um, or they have any questions, feel free to give them our phone number. They can give us a call back and we'll try to get that information for you. Okay? I appreciate you. Thank you so much. Of course. It was my pleasure. I hope everything goes well. And I thank you so much for your time and your patience with us. I hope you have a wonderful rest of your day and that everything goes well for you today. I appreciate you. You went above and beyond, and I really pre- appreciate everything you just did. Well, you're welcome, Ms. Marisol. Have a great day. Thank you. You too. Bye-bye. Bye.

### **Conversation Format**

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

Speaker speaker\_1: Good morning. My name is Francesca ... I'm looking to speak with Ms. Marisol on behalf of BGS Staffing.

Speaker speaker\_2: Yes. This is she.

Speaker speaker\_1: How are you today, ma'am?

Speaker speaker\_2: I'm okay. How are you today?

Speaker speaker\_1: Good. Thank you for asking. I was giving you a call back in regards to our conversation yesterday, um, about you having an appointment today.

Speaker speaker\_2: Yes.

Speaker speaker\_1: And you were needing the copies of the benefit cards.

Speaker speaker\_2: Yes, ma'am.

Speaker speaker\_1: So the only benefit cards we have available at the moment will be your vision and your medical preventative. Um, however, thank God I was able to get the policy for the medical and the dental, um, for the hospital indemnity and the dental one. Um, I know it's not the benefit card itself, um, but I was hoping maybe the policy number could help you in that appointment, hopefully.

Speaker speaker\_2: Oh my gosh, I really hope so. Um, what do I do? Um, do I write it down?

Speaker speaker\_1: So I am gonna send them to your email, um, if you like you can also write it down. It's completely up to you.

Speaker speaker\_2: Okay. Medical and dental, right?

Speaker speaker\_1: Yes, ma'am. It will be for medical hospital indemnity and your dental.

Speaker speaker\_2: Okay. Ready.

Speaker speaker\_1: All right. So for the medical it'll be 257-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... 1217.

Speaker speaker\_2: ... 1217. Okay.

Speaker speaker\_1: And for the dental it is gonna be 257-1222.

Speaker speaker\_2: Okay. For the medical it's one... I mean, 257-1217?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_2: And for the dental it's 257-1222?

Speaker speaker\_1: Correct. Yes.

Speaker speaker\_2: Okay.

Speaker speaker\_1: All right. And then for your carriers, you have your-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... preventative services with 90 Degree. And then you have your hospital indemnity with American Public Life.

Speaker speaker\_2: Okay. And all of that is gonna be sent on the email?

Speaker speaker\_1: Yes, ma'am. I'll put that information in the email for you.

Speaker speaker\_2: Oh, I appreciate you so much. Um, since my surgery is at 2:00, I'm try... And I can't eat. I'm trying to, like, stay in my room.

Speaker speaker\_1: I understand. So prepping for the surgery usually are a little bit harder.

Speaker speaker\_2: Yeah. It is. And hopefully, hopefully it works because it's hard to be in pain every day. Ay, ay, ay. Okay.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_2: I wrote everything down.

Speaker speaker\_1: All right. So it should be sent to your email within roughly 10 to 15 minutes while I get all the information together and I send it to you. Okay?

Speaker speaker\_2: Okay. It sounds good. Thank you so much. I really appreciate you.

Speaker speaker\_1: Of course. And then in the event that they miss any information, um, or they have any questions, feel free to give them our phone number. They can give us a call back and we'll try to get that information for you. Okay?

Speaker speaker\_2: I appreciate you. Thank you so much.

Speaker speaker\_1: Of course. It was my pleasure. I hope everything goes well. And I thank you so much for your time and your patience with us. I hope you have a wonderful rest of your day and that everything goes well for you today.

Speaker speaker\_2: I appreciate you. You went above and beyond, and I really pre-appreciate everything you just did.

Speaker speaker\_1: Well, you're welcome, Ms. Marisol. Have a great day.

Speaker speaker\_2: Thank you. You too. Bye-bye.

Speaker speaker\_1: Bye.