

Transcript: Francesca

Baez-5352186762543104-5338992623009792

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Good afternoon, my name is Francesca, I am with Partners Personal. I am calling to speak with Mr. Bien-Aimé? Yes? My name is Francesca, I am calling on behalf of your staff at Partners Personal about a text message that you received at 3 o'clock saying "cheque de que?" You are misinterpreting the page-- I mean the message. The message is notifying you that you have 30 days from your first check to enroll in the benefits, but it is not informing you that they will give you a check or that you lack a check. It simply tells you where your eligibility period to enroll in medical insurance would begin for the benefits of which they are speaking in that text message. Ah, OK, OK, OK, OK. Yes, sir. Any other questions you may have? What should I do to enroll? If you want to enroll, you can do it with us on the phone. It would all depend on how many plans, as well as what plans, and if you are going to put them pending, it would depend on how much a policy would cost you with Partners Personal. Is there any kind of plan like vision, dental or something for which you are interested or do you just want me to tell you the list of those being offered? No, no, no, no. Sorry?

Conversation Format

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

Speaker speaker_1: Good afternoon, my name is Francesca, I am with Partners Personal. I am calling to speak with Mr. Bien-Aimé? Yes? My name is Francesca, I am calling on behalf of your staff at Partners Personal about a text message that you received at 3 o'clock saying "cheque de que?" You are misinterpreting the page-- I mean the message. The message is notifying you that you have 30 days from your first check to enroll in the benefits, but it is not informing you that they will give you a check or that you lack a check. It simply tells you where your eligibility period to enroll in medical insurance would begin for the benefits of which they are speaking in that text message. Ah, OK, OK, OK, OK. Yes, sir. Any other questions you may have? What should I do to enroll? If you want to enroll, you can do it with us on the phone. It would all depend on how many plans, as well as what plans, and if you are going to put them pending, it would depend on how much a policy would cost you with Partners Personal. Is there any kind of plan like vision, dental or something for which you are interested or do you just want me to tell you the list of those being offered? No, no, no, no. Sorry?