

Transcript: Francesca

Baez-5434705016995840-5975674367983616

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. My name is Francesca. How can I assist you today? Good morning. My name is Damaris. I received this message yesterday which said, "Welcome to Partners Personal..." That would be a paycheck. I don't know. I don't know the number. Was the phone number you called on in there in that message? Um, that's 864-663-6544. No, ma'am. The number that you used to call us, was it on that text message? Yes, ma'am. Okay. So it's in regards to your personal enrollment period. You have 30 days after your first paycheck to be eligible to enroll into the health insurance they offer their employees. Oh. Yes, ma'am. That's what that text message is about. Well, okay. Thank you. Of course. Was there anything else we can assist you with today? No, that's all. That's gonna be all. Understood. I hope you have a wonderful rest of your day. Thank you for calling Benefits in a Card today. 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 Benefits in a Card. My name is Francesca. How can I assist you today?

Speaker speaker_2: Good morning. My name is Damaris. I received this message yesterday which said, "Welcome to Partners Personal..." That would be a paycheck. I don't know. I don't know the number.

Speaker speaker_1: Was the phone number you called on in there in that message?

Speaker speaker_2: Um, that's 864-663-6544.

Speaker speaker_1: No, ma'am. The number that you used to call us, was it on that text message?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Okay. So it's in regards to your personal enrollment period. You have 30 days after your first paycheck to be eligible to enroll into the health insurance they offer their employees.

Speaker speaker_2: Oh.

Speaker speaker_1: Yes, ma'am. That's what that text message is about.

Speaker speaker_2: Well, okay. Thank you.

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

Speaker speaker_2: No, that's all. That's gonna be all.

Speaker speaker_1: Understood. I hope you have a wonderful rest of your day. Thank you for calling Benefits in a Card today.

Speaker speaker_2: You too.