

Transcript: Francesca

Baez-6352107901599744-5581684586889216

Full Transcript

Francesca, how can I assist you today? Hey, how you doing today? Hello? Yes, sir. How can I help you? My name is Cortavious Dewayne Hughes. I'm trying to add... I was trying to see how can I go back in some insurance. I work for Hamilton Reiner. Okay. You wanna get enrolled back into the health insurance? Yes, ma'am. What are the last four of your Social? It's 5147. And the last name? Hughes. Please verify your mailing address and date of birth to make sure I have the right account in front of me. Ma'am? Yes, sir. I need you to verify your date of birth and your address to make sure I have the right account in front of me. My birthday is 9/12/83. And my mailing address is 214 East Washington Street, Overland, Mississippi 38860. I have best contact 662-542-6868. Yes, ma'am. I only have your email down as CR... I mean, C-O-R-T Hughes 2019 at gmail.com. It's CortaviousH7 at gmail.com. It's Cortavious, C-O-R-T-A-V-I-O-U-S H7 at gmail.com. All right. I have updated it. So before we can put you into the insurance, I'll have to have the front office do an eligibility review for you. And that is roughly gonna take 24 to 48 hours for them to complete it. Do you want me to send you a copy of Hamilton Reicher's benefit guide while we wait on them? Yes. Well, yes, ma'am, you can. All right. So I'll send you the copy and then as soon as the front office gets back with me in regards to your elig- eligibility, I'll be giving you a call back to get you enrolled if you're eligible. Okay? Yes, ma'am. All right. Well, is there any timeframe where you would prefer for me to do the call back, or is any time okay with you? Any time. All right. I hope you have a wonderful rest of your day, and I'm looking forward to getting you that call back. All right. Thanks. My pleasure. Goodbye. Yes, ma'am.

Conversation Format

Speaker speaker_0: Francesca, how can I assist you today?

Speaker speaker_1: Hey, how you doing today? Hello?

Speaker speaker_0: Yes, sir. How can I help you?

Speaker speaker_1: My name is Cortavious Dewayne Hughes. I'm trying to add... I was trying to see how can I go back in some insurance. I work for Hamilton Reiner.

Speaker speaker_0: Okay. You wanna get enrolled back into the health insurance?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: What are the last four of your Social?

Speaker speaker_1: It's 5147.

Speaker speaker_0: And the last name?

Speaker speaker_1: Hughes.

Speaker speaker_0: Please verify your mailing address and date of birth to make sure I have the right account in front of me.

Speaker speaker_1: Ma'am?

Speaker speaker_0: Yes, sir. I need you to verify your date of birth and your address to make sure I have the right account in front of me.

Speaker speaker_1: My birthday is 9/12/83. And my mailing address is 214 East Washington Street, Overland, Mississippi 38860.

Speaker speaker_0: I have best contact 662-542-6868.

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: I only have your email down as CR... I mean, C-O-R-T Hughes 2019 at gmail.com.

Speaker speaker_1: It's CortaviousH7 at gmail.com. It's Cortavious, C-O-R-T-A-V-I-O-U-S H7 at gmail.com.

Speaker speaker_0: All right. I have updated it. So before we can put you into the insurance, I'll have to have the front office do an eligibility review for you. And that is roughly gonna take 24 to 48 hours for them to complete it. Do you want me to send you a copy of Hamilton Reicher's benefit guide while we wait on them?

Speaker speaker_1: Yes. Well, yes, ma'am, you can.

Speaker speaker_0: All right. So I'll send you the copy and then as soon as the front office gets back with me in regards to your elig- eligibility, I'll be giving you a call back to get you enrolled if you're eligible. Okay?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: All right. Well, is there any timeframe where you would prefer for me to do the call back, or is any time okay with you?

Speaker speaker_1: Any time.

Speaker speaker_0: All right. I hope you have a wonderful rest of your day, and I'm looking forward to getting you that call back.

Speaker speaker_1: All right. Thanks.

Speaker speaker_0: My pleasure. Goodbye.

Speaker speaker_1: Yes, ma'am.