

## **Transcript: Francesca**

**Baez-6410767197192192-6143499435425792**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Hello? Hello? Yes, hello. Good afternoon. My name is Francesca with Benefits in a Card, looking to speak with Mr. Ellis on behalf of TRC Staffing. Hi. Yeah, speaking. How are you today, sir? I'm doing well. That's great to hear. So I was just giving you a call back to let you know the eligibility review for that MVP plan has been completed and you are eligible. Um, they stated if you wanted us to process that enrollment, it will be effective, backdated out to May 1st. Okay. Did you want me to let them know to process your enrollment? Yes, I would like to, to go ahead with that. Yes. Understood. I'll go ahead and let them know to please proceed with that enrollment for you, okay? Okay. Thank you so much. Of course. It was a pleasure. Thank you so much for taking my call. I hope you enjoy the rest of your evening. Thanks. You too. Thank you. Bye-bye. Bye.

### **Conversation Format**

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

Speaker speaker\_1: Hello?

Speaker speaker\_2: Hello? Yes, hello. Good afternoon. My name is Francesca with Benefits in a Card, looking to speak with Mr. Ellis on behalf of TRC Staffing.

Speaker speaker\_1: Hi. Yeah, speaking.

Speaker speaker\_2: How are you today, sir?

Speaker speaker\_1: I'm doing well.

Speaker speaker\_2: That's great to hear. So I was just giving you a call back to let you know the eligibility review for that MVP plan has been completed and you are eligible. Um, they stated if you wanted us to process that enrollment, it will be effective, backdated out to May 1st.

Speaker speaker\_1: Okay.

Speaker speaker\_2: Did you want me to let them know to process your enrollment?

Speaker speaker\_1: Yes, I would like to, to go ahead with that. Yes.

Speaker speaker\_2: Understood. I'll go ahead and let them know to please proceed with that enrollment for you, okay?

Speaker speaker\_1: Okay. Thank you so much.

Speaker speaker\_2: Of course. It was a pleasure. Thank you so much for taking my call. I hope you enjoy the rest of your evening.

Speaker speaker\_1: Thanks. You too.

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

Speaker speaker\_1: Bye.