

## **Transcript: Francesca**

**Baez-6604340179451904-5949666367586304**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Good afternoon. My name is Francesca at Benefits in a Card. I'm looking to speak with Ms. Hillary on behalf of Partners Personal, Claire Rose. Yes, it's me. Good afternoon, ma'am. I was calling you back in regards to the message that Partners Personal sent you about the enrollment period that you have at the moment for healthcare. Oh, for healthcare. Oh. Yes, ma'am. You asked how you can enroll. Um, how can I do that? I can do it now or? Yes, ma'am. You can do that with us on the phone. Oh, um, or can I call you tomorrow too? Yes, ma'am. If you don't have time right now, you can give us a call back tomorrow so we can enroll you. Okay. Okay, tomorrow I'm going to call you at this time. Okay. What we offer. Okay. Do you want me to send you a copy of the benefit guide? That way you can look at it before you call us tomorrow. Yes, please. Yes. Of course. I'll go ahead and send that and put a note on your account then. Okay, thank you. Thank you for your time. I hope you have a wonderful rest of your 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 afternoon. My name is Francesca at Benefits in a Card. I'm looking to speak with Ms. Hillary on behalf of Partners Personal, Claire Rose.

Speaker speaker\_2: Yes, it's me.

Speaker speaker\_1: Good afternoon, ma'am. I was calling you back in regards to the message that Partners Personal sent you about the enrollment period that you have at the moment for healthcare.

Speaker speaker\_2: Oh, for healthcare. Oh.

Speaker speaker\_1: Yes, ma'am. You asked how you can enroll.

Speaker speaker\_2: Um, how can I do that? I can do it now or?

Speaker speaker\_1: Yes, ma'am. You can do that with us on the phone.

Speaker speaker\_2: Oh, um, or can I call you tomorrow too?

Speaker speaker\_1: Yes, ma'am. If you don't have time right now, you can give us a call back tomorrow so we can enroll you.

Speaker speaker\_2: Okay. Okay, tomorrow I'm going to call you at this time.

Speaker speaker\_1: Okay.

Speaker speaker\_2: What we offer.

Speaker speaker\_1: Okay. Do you want me to send you a copy of the benefit guide? That way you can look at it before you call us tomorrow.

Speaker speaker\_2: Yes, please. Yes.

Speaker speaker\_1: Of course. I'll go ahead and send that and put a note on your account then.

Speaker speaker\_2: Okay, thank you.

Speaker speaker\_1: Thank you for your time. I hope you have a wonderful rest of your day.

Speaker speaker\_2: Thank you, you too.

Speaker speaker\_1: Bye-bye.

Speaker speaker\_2: Bye.