

Transcript: Francesca

Baez-6677790879694848-5549953338621952

Full Transcript

Hello? Your call may be monitored or recorded for quality assurance purposes. Hey, Mr. Walters, Francesca again. I saw that the line disconnected so I gave you a call back real quick. Yes, ma'am. Okay. Let me go ahead and place in that quick code while I download that benefit card, okay? Okay. All right, thank you for holding. So on that email I sent you, there will be a PDF file attached to it. That's going to be your benefit card. Okay. And then as far as your network requirement goes, there is going to be the phone number of the multi-plan network company. All right. They're going to be the providers for the network for your medical preventative plan. All right. So right now, aside from the benefit card, was there anything else we can assist you with today? That's all. And it's, it's called... Your company's called Benefit to a Car, right? Benefits in a car- Yeah. ... but we don't own any of your staffing companies or the benefits you're enrolled into. We're only an administrator. I see. All right. Thank you. No problem. Have a great day.

Conversation Format

Speaker speaker_0: Hello?

Speaker speaker_1: Your call may be monitored or recorded for quality assurance purposes. Hey, Mr. Walters, Francesca again. I saw that the line disconnected so I gave you a call back real quick.

Speaker speaker_0: Yes, ma'am.

Speaker speaker_1: Okay. Let me go ahead and place in that quick code while I download that benefit card, okay?

Speaker speaker_0: Okay.

Speaker speaker_1: All right, thank you for holding. So on that email I sent you, there will be a PDF file attached to it. That's going to be your benefit card.

Speaker speaker_0: Okay.

Speaker speaker_1: And then as far as your network requirement goes, there is going to be the phone number of the multi-plan network company.

Speaker speaker_0: All right.

Speaker speaker_1: They're going to be the providers for the network for your medical preventative plan.

Speaker speaker_0: All right.

Speaker speaker_1: So right now, aside from the benefit card, was there anything else we can assist you with today?

Speaker speaker_0: That's all. And it's, it's called... Your company's called Benefit to a Car, right?

Speaker speaker_1: Benefits in a car-

Speaker speaker_0: Yeah.

Speaker speaker_1: ... but we don't own any of your staffing companies or the benefits you're enrolled into. We're only an administrator.

Speaker speaker_0: I see. All right. Thank you.

Speaker speaker_1: No problem. Have a great day.