

Transcript: Francesca

Baez-6704525565673472-5181189786353664

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card, my name's Hailey, how may I assist you? Good morning, Hailey. This is Francesca with the customer service line. I have a member that had a missed appointment call. He wanted me to transfer it -- him to you guys. Okay. Okay. Bear with me one moment. I'll go ahead and connect you.

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's Hailey, how may I assist you?

Speaker speaker_2: Good morning, Hailey. This is Francesca with the customer service line. I have a member that had a missed appointment call. He wanted me to transfer it -- him to you guys.

Speaker speaker_1: Okay.

Speaker speaker_2: Okay. Bear with me one moment. I'll go ahead and connect you.