

Transcript: Justin

Mills-5944793912885248-6104999296811008

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Um, hello, sir. Um, so I thought this number was calling me but I don't really know, like, why this number was calling me. Like, this is Morales or this is another company? We're the benefit administrators for Morales. Um, the phone call that you probably received was just a courtesy reminder from them letting you know that they were still in their company open enrollment period, so you had the option to enroll, make changes, or cancel benefits offered through them, like health insurance. Okay, so you was calling me, like, to, like, and, let's say, give me the offers about the benefits? Uh, no, sir. So Morales reached out to you, left a voicemail stating that they were still in their company open enrollment period, so if, if anything, it was a courtesy reminder from them. However, I can email you a copy of a benefit guide if you wanted to look over something. Oh. I just wanted to know why they was calling because, um, I didn't take the call because I was working, so I'm just gonna check my voicemail to see if they sent something for me. Okay. Is there anything else I could help you out with today? Uh, no, sir. Awesome. Well, you have a wonderful day, okay? Thank you. Same to you. Thank you. Bye-bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benefits and a Card. This is Justin. How can I help you today?

Speaker speaker_2: Um, hello, sir. Um, so I thought this number was calling me but I don't really know, like, why this number was calling me. Like, this is Morales or this is another company?

Speaker speaker_1: We're the benefit administrators for Morales. Um, the phone call that you probably received was just a courtesy reminder from them letting you know that they were still in their company open enrollment period, so you had the option to enroll, make changes, or cancel benefits offered through them, like health insurance.

Speaker speaker_2: Okay, so you was calling me, like, to, like, and, let's say, give me the offers about the benefits?

Speaker speaker_1: Uh, no, sir. So Morales reached out to you, left a voicemail stating that they were still in their company open enrollment period, so if, if anything, it was a courtesy

reminder from them. However, I can email you a copy of a benefit guide if you wanted to look over something.

Speaker speaker_2: Oh. I just wanted to know why they was calling because, um, I didn't take the call because I was working, so I'm just gonna check my voicemail to see if they sent something for me.

Speaker speaker_1: Okay. Is there anything else I could help you out with today?

Speaker speaker_2: Uh, no, sir.

Speaker speaker_1: Awesome. Well, you have a wonderful day, okay?

Speaker speaker_2: Thank you. Same to you.

Speaker speaker_1: Thank you. Bye-bye.