

Transcript: Pamela

Blanc-6208481784709120-5777737836871680

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and Rewards. This is Paola speaking, how may I help you? Mm-hmm. Yes, good afternoon. Well, still, good morning. Um, I'm calling in regards to MAU. I'm trying to find out when the open enrollment for MAU- All right. All right, okay. Let me check that information for you, sir, and I'll be right with you. Okay, thank you. Sure. Hello? Okay. I think that's all I have. Sir? Sir? Are you there? Hello? Yes, ma'am. Yes, open enrollment will start on the 23rd. That's what I've been looking at- On the 23rd of this month? Okay. All right, 'cause I wanna make some changes. Uh, so I'll call back then. ... exactly on that day you could call and we'll be able to make the changes. Mm-hmm. What's that now? When, um, you could give us a call back on the 23rd and we'll be able to make the changes. Okay, all right, that'd be great. Thanks for your time. No problem, thank you. Have a great rest of the day. Oh, you the same. Thank 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 and Rewards. This is Paola speaking, how may I help you?

Speaker speaker_2: Mm-hmm. Yes, good afternoon. Well, still, good morning. Um, I'm calling in regards to MAU. I'm trying to find out when the open enrollment for MAU-

Speaker speaker_1: All right. All right, okay. Let me check that information for you, sir, and I'll be right with you.

Speaker speaker_2: Okay, thank you.

Speaker speaker_1: Sure.

Speaker speaker_4: Hello? Okay. I think that's all I have.

Speaker speaker_5: Sir? Sir? Are you there?

Speaker speaker_2: Hello? Yes, ma'am.

Speaker speaker_5: Yes, open enrollment will start on the 23rd.

Speaker speaker_4: That's what I've been looking at-

Speaker speaker_2: On the 23rd of this month? Okay. All right, 'cause I wanna make some changes. Uh, so I'll call back then.

Speaker speaker_5: ... exactly on that day you could call and we'll be able to make the changes.

Speaker speaker_2: Mm-hmm. What's that now?

Speaker speaker_5: When, um, you could give us a call back on the 23rd and we'll be able to make the changes.

Speaker speaker_2: Okay, all right, that'd be great. Thanks for your time.

Speaker speaker_5: No problem, thank you. Have a great rest of the day.

Speaker speaker_2: Oh, you the same. Thank you.