

## **Transcript: Francesca**

**Baez-4565777009262592-6342664773615616**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Your call has been forwarded to voicemail. The person you're trying to reach is not available. At the tone, please record your message. When you have finished recording, you may hang up. Good afternoon. My name is Francesca . I've given a call to speak with Mr. Colley on behalf of Axtra Global regarding the text message you received at 1:00 P.M. today to which you replied what- "Who is this?" That is a text message sent from Axtra Global automated system informing you that this week you're currently inactive for your health insurance coverage you had with them due to the fact that we did not receive payment for this week's benefits. In the event that you need any further explanation, feel free to give us a call back at 800-497-4856. We're open 8:00 A.M. to 8:00 P.M. Monday through Fridays Eastern time. Have a wonderful rest of your day and thank you for listening to my message.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Your call has been forwarded to voicemail. The person you're trying to reach is not available. At the tone, please record your message. When you have finished recording, you may hang up.

Speaker speaker\_2: Good afternoon. My name is Francesca . I've given a call to speak with Mr. Colley on behalf of Axtra Global regarding the text message you received at 1:00 P.M. today to which you replied what- "Who is this?" That is a text message sent from Axtra Global automated system informing you that this week you're currently inactive for your health insurance coverage you had with them due to the fact that we did not receive payment for this week's benefits. In the event that you need any further explanation, feel free to give us a call back at 800-497-4856. We're open 8:00 A.M. to 8:00 P.M. Monday through Fridays Eastern time. Have a wonderful rest of your day and thank you for listening to my message.