

## Transcript: Francesca

**Baez-4747557281939456-4843992467849216**

### Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hello. Good afternoon. My name is Francesca with Benefits in a Car, calling to see Ms. Valerela on behalf of the Hospitality Staffing Solutions. Of what? On behalf of Hospitality Staffing Solutions. Hello. How are you? I'm sorry, I couldn't hear you. Good, ma'am. We're calling you... That's okay. We were calling in regards to the enrollment form from November 12th, 2024 that you filled out. Um- Yes. We're requesting for benefits, but you also chose to cancel and to opt out. So we're calling to see if there was any issue with the system or if you truly did click on one of those things. Wait, wait, wait. What do you mean cancel and opt out? So the enrollment forms, when you fill them out, you can either fill out a couple of plans. If you already have benefits from- Oh, yeah. ... customer cancellation- No, I did. When I did the, the application, yeah, I did. I actually put in for insurance, but I have my own insurance. So what I was trying to see if it was, if I could erase it so I wouldn't have to get the insurance from the, from the place, but it wasn't letting me erase it. Understood. I'll go ahead and decline that on my side then. That's all we were calling to confirm with you today. Okay. Thank you. Thank you so much for your time in answering my call. I hope you have a wonderful rest of your day. Bye-bye. Bye.

### Conversation Format

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

Speaker speaker\_1: Hello. Good afternoon. My name is Francesca with Benefits in a Car, calling to see Ms. Valerela on behalf of the Hospitality Staffing Solutions.

Speaker speaker\_2: Of what?

Speaker speaker\_1: On behalf of Hospitality Staffing Solutions.

Speaker speaker\_2: Hello. How are you? I'm sorry, I couldn't hear you.

Speaker speaker\_1: Good, ma'am. We're calling you... That's okay. We were calling in regards to the enrollment form from November 12th, 2024 that you filled out. Um-

Speaker speaker\_2: Yes.

Speaker speaker\_1: We're requesting for benefits, but you also chose to cancel and to opt out. So we're calling to see if there was any issue with the system or if you truly did click on one of those things.

Speaker speaker\_2: Wait, wait, wait. What do you mean cancel and opt out?

Speaker speaker\_1: So the enrollment forms, when you fill them out, you can either fill out a couple of plans. If you already have benefits from-

Speaker speaker\_2: Oh, yeah.

Speaker speaker\_1: ... customer cancellation-

Speaker speaker\_2: No, I did. When I did the, the application, yeah, I did. I actually put in for insurance, but I have my own insurance. So what I was trying to see if it was, if I could erase it so I wouldn't have to get the insurance from the, from the place, but it wasn't letting me erase it.

Speaker speaker\_1: Understood. I'll go ahead and decline that on my side then. That's all we were calling to confirm with you today.

Speaker speaker\_2: Okay. Thank you.

Speaker speaker\_1: Thank you so much for your time in answering my call. I hope you have a wonderful rest of your day.

Speaker speaker\_2: Bye-bye.

Speaker speaker\_1: Bye.