

Transcript: Francesca

Baez-4984538281852928-4830124946538496

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Good morning. My name is Francesca up at ... car. I'm looking to speak with Mr. Jenkins on behalf of Omega Force Staffing. Oh, say what now? Yes, I'm looking to speak with Starr Jenkins on behalf of Omega Force Staffing. Yeah. Hang on. Let's hear you now. Hang on, hang on a second. Okay. You just have to give me a call back, sir. I apologize. I can't keep on the hold, on the line. No. Yes. Hello, good morning. My name is Francesca up at ... car, looking to speak with Ms. Jenkins on behalf of Omega Force Staffing. Yes, ma'am. This is her. We're giving you a call in regards to the text message you received that was informing you of auto-enrollment. I was just calling to reassure, reassure you we received your form from December 31st where you declined coverage. So you have already been declined. The system just doesn't have a way to filter it out, so it's still sending those message. Wow. Was there anything else I can assist you with, ma'am, aside from advising you that you already declined auto-enrollment? She said she already declined it. She already declined it. Yes, sir. She declined it. She filled out a form on December 31st and declined it. Okay. Yeah. She got a, she got a text message saying she needs to decline it. Yes, sir. As I just stated, the system doesn't have a way to filter out who has declined already. She still sent it, so she can ignore it. Okay. Have a great day.

Conversation Format

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

Speaker speaker_1: Good morning. My name is Francesca up at ... car. I'm looking to speak with Mr. Jenkins on behalf of Omega Force Staffing.

Speaker speaker_2: Oh, say what now?

Speaker speaker_1: Yes, I'm looking to speak with Starr Jenkins on behalf of Omega Force Staffing.

Speaker speaker_2: Yeah. Hang on. Let's hear you now. Hang on, hang on a second.

Speaker speaker_1: Okay. You just have to give me a call back, sir. I apologize. I can't keep on the hold, on the line.

Speaker speaker_5: No.

Speaker speaker_1: Yes. Hello, good morning. My name is Francesca up at ... car, looking to speak with Ms. Jenkins on behalf of Omega Force Staffing.

Speaker speaker_5: Yes, ma'am. This is her.

Speaker speaker_1: We're giving you a call in regards to the text message you received that was informing you of auto-enrollment. I was just calling to reassure, reassure you we received your form from December 31st where you declined coverage. So you have already been declined. The system just doesn't have a way to filter it out, so it's still sending those message.

Speaker speaker_2: Wow.

Speaker speaker_1: Was there anything else I can assist you with, ma'am, aside from advising you that you already declined auto-enrollment?

Speaker speaker_2: She said she already declined it. She already declined it.

Speaker speaker_1: Yes, sir. She declined it. She filled out a form on December 31st and declined it.

Speaker speaker_2: Okay. Yeah. She got a, she got a text message saying she needs to decline it.

Speaker speaker_1: Yes, sir. As I just stated, the system doesn't have a way to filter out who has declined already. She still sent it, so she can ignore it.

Speaker speaker_2: Okay.

Speaker speaker_1: Have a great day.