

## **Transcript: Francesca**

**Baez-5013926266748928-4888492149522432**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Hello? Yes. Yes, hello, good afternoon. My name is Francesca benefits in a card coming to speak with Ms. Debra Young on behalf of Clinical Staffing Resources. Yes. Yes, ma'am. We're giving you a call back in regards to a text message that was sent to you, um, where you asked to be opted out. Yeah, opt out of benefits. Yeah. Yes, ma'am. So I was giving you a call 'cause I needed the verbal disclosure that you would like to be declined out of iden- auto-enrollment with Clinical Staffing Resources. Uh, with the benefits? For the medical benefits, yes, ma'am. Yeah, 'cause I'm retired. I have Medicare and I worked at the state. I have secondary. I have very good benefits. So I don't need them from Clinical. Okay. Give me one moment. Making sure that everything got processed properly and that you were opted out. Mm-hmm. Okay, so you should be all good to go, ma'am. Thank you so much. No problem. Their system could still send you a couple of those text messages. It just doesn't have a way to filter out that you have already declined. But it already processed the declination for you. Okay, thank you. My pleasure. I hope you have a wonderful rest of your day. You also have a great Thanksgiving. Thank you. Bye-bye.

### **Conversation Format**

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

Speaker speaker\_1: Hello?

Speaker speaker\_2: Yes. Yes, hello, good afternoon. My name is Francesca benefits in a card coming to speak with Ms. Debra Young on behalf of Clinical Staffing Resources.

Speaker speaker\_1: Yes.

Speaker speaker\_2: Yes, ma'am. We're giving you a call back in regards to a text message that was sent to you, um, where you asked to be opted out.

Speaker speaker\_1: Yeah, opt out of benefits. Yeah.

Speaker speaker\_2: Yes, ma'am. So I was giving you a call 'cause I needed the verbal disclosure that you would like to be declined out of iden- auto-enrollment with Clinical Staffing Resources.

Speaker speaker\_1: Uh, with the benefits?

Speaker speaker\_2: For the medical benefits, yes, ma'am.

Speaker speaker\_1: Yeah, 'cause I'm retired. I have Medicare and I worked at the state. I have secondary. I have very good benefits. So I don't need them from Clinical.

Speaker speaker\_2: Okay. Give me one moment. Making sure that everything got processed properly and that you were opted out.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_2: Okay, so you should be all good to go, ma'am.

Speaker speaker\_1: Thank you so much.

Speaker speaker\_2: No problem. Their system could still send you a couple of those text messages. It just doesn't have a way to filter out that you have already declined. But it already processed the declination for you.

Speaker speaker\_1: Okay, thank you.

Speaker speaker\_2: My pleasure. I hope you have a wonderful rest of your day.

Speaker speaker\_1: You also have a great Thanksgiving.

Speaker speaker\_2: Thank you. Bye-bye.