

## **Transcript: Francesca**

**Baez-5042059211751424-6720371436863488**

### **Full Transcript**

Hello. Your call may be monitored or recorded for quality assurance purposes. Good afternoon. My name is Francesca of I'd like to speak with Ms. Harris on behalf of MAU Staffing. This is she. Good afternoon, Ms. Harris. How are you today? I'm all right. How are you doing? Yeah. Thank you for asking. I was calling in regards to the text message you received at 2:00 PM, um, where you said whatever you sent didn't go through and who is this by the way? Yeah. I- Does that w- I have... I don't know... I didn't know the number, so, um... Oh, that's okay. So it was actually MAU's system sending you a text message. They were advising you in regards to your company having their company open enrollment period, um, where all of the members are able to enroll into the health insurance they offer all the way to January 31st, 2024. Oh, okay. All right. Yes, ma'am. Well, there anything else I can assist you with today? Um, no. Thank you. Thank you for taking my call. Have a wonderful rest of your day. You too. Bye-bye. Bye.

### **Conversation Format**

Speaker speaker\_0: Hello.

Speaker speaker\_1: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_2: Good afternoon. My name is Francesca of I'd like to speak with Ms. Harris on behalf of MAU Staffing.

Speaker speaker\_3: This is she.

Speaker speaker\_2: Good afternoon, Ms. Harris. How are you today?

Speaker speaker\_3: I'm all right. How are you doing?

Speaker speaker\_2: Yeah. Thank you for asking. I was calling in regards to the text message you received at 2:00 PM, um, where you said whatever you sent didn't go through and who is this by the way?

Speaker speaker\_3: Yeah. I-

Speaker speaker\_2: Does that w-

Speaker speaker\_3: I have... I don't know... I didn't know the number, so, um...

Speaker speaker\_2: Oh, that's okay. So it was actually MAU's system sending you a text message. They were advising you in regards to your company having their company open enrollment period, um, where all of the members are able to enroll into the health insurance they offer all the way to January 31st, 2024.

Speaker speaker\_3: Oh, okay. All right.

Speaker speaker\_2: Yes, ma'am. Well, there anything else I can assist you with today?

Speaker speaker\_3: Um, no. Thank you.

Speaker speaker\_2: Thank you for taking my call. Have a wonderful rest of your day.

Speaker speaker\_3: You too. Bye-bye.

Speaker speaker\_2: Bye.