

## **Transcript: Francesca**

**Baez-5200862339088384-6156678883917824**

### **Full Transcript**

Your call has been forwarded- Your call may be monitored or recorded for quality assurance purposes. ... to voice mail. 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 benefitsincocara calling to speak with Ms. King on behalf of Hospitality Savings Solutions. We're giving you a call in regards to the enrollment form you filled out on December 10th, 2024, where you have selected benefits but also chose to opt out of coverage. We were calling to verify whether or not you are interested in enrolling. Um, also, we do see here that at the moment, the email that you provided along with your first name are spelled differently, so we're also wanting to verify what the correct spelling of your name is. Um, on the form you put it down as A as in apple, S as in Sam, H as in hotel, E as in echo, L as in lima, Y as in yellow. If it should be different, please give us a call so we can correct it. We're open 8:00 AM to 8:00 PM Monday through Fridays Eastern time. Hope you have a wonderful rest of your day. Thank you for your time today.

### **Conversation Format**

Speaker speaker\_0: Your call has been forwarded-

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

Speaker speaker\_0: ... to voice mail. 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 benefitsincocara calling to speak with Ms. King on behalf of Hospitality Savings Solutions. We're giving you a call in regards to the enrollment form you filled out on December 10th, 2024, where you have selected benefits but also chose to opt out of coverage. We were calling to verify whether or not you are interested in enrolling. Um, also, we do see here that at the moment, the email that you provided along with your first name are spelled differently, so we're also wanting to verify what the correct spelling of your name is. Um, on the form you put it down as A as in apple, S as in Sam, H as in hotel, E as in echo, L as in lima, Y as in yellow. If it should be different, please give us a call so we can correct it. We're open 8:00 AM to 8:00 PM Monday through Fridays Eastern time. Hope you have a wonderful rest of your day. Thank you for your time today.