

## Transcript: Franchesca

**Baez-5204978423087104-6601823925878784**

### Full Transcript

Thank you for coming by to fix your car. My name is Francesca. How can I assist you today?  
Uh, good evening, Francesca. My name is Hector Velasquez and I received a, a mail from, from you guys, um, regarding a, a medical, um, insurance. And I would like not to have it because I have my own insurance. What staffing company do you work with? Serge's. And what are the last four of your Social? 4486. And Mr. Velasquez, can you please verify your mailing address and date of birth for me? 858 Grand Crown Drive, Columbus, Ohio 43207. And date of birth? October 1st, 1966. I show best contact phone number same as the one you're calling, 917-244-2930? Yes. And I have your email down as manolomarince@yahoo.com? Yes. Did you recently start a new assignment with Serge? Yes. Oh, that explain it. Okay. So I believe the message that you received is about their auto enrollment. Their system doesn't have a way to filter out who has already had it and won't be affected again or who has already declined it, and that's why you received it. But it won't affect you 'cause you already had auto enrollment back in 2024. So it doesn't take effect anymore after the first time. Okay. Yes, sir. Was there anything else I can assist you with today? Not at the moment. Understood. It was a pleasure speaking with you. Hope you have a wonderful rest of your day. Thank you. Same to you. Thank you. Bye-bye. Bye-bye.

### Conversation Format

Speaker speaker\_0: Thank you for coming by to fix your car. My name is Francesca. How can I assist you today?

Speaker speaker\_1: Uh, good evening, Francesca. My name is Hector Velasquez and I received a, a mail from, from you guys, um, regarding a, a medical, um, insurance. And I would like not to have it because I have my own insurance.

Speaker speaker\_0: What staffing company do you work with?

Speaker speaker\_1: Serge's.

Speaker speaker\_0: And what are the last four of your Social?

Speaker speaker\_1: 4486.

Speaker speaker\_0: And Mr. Velasquez, can you please verify your mailing address and date of birth for me?

Speaker speaker\_1: 858 Grand Crown Drive, Columbus, Ohio 43207.

Speaker speaker\_0: And date of birth?

Speaker speaker\_1: October 1st, 1966.

Speaker speaker\_0: I show best contact phone number same as the one you're calling, 917-244-2930?

Speaker speaker\_1: Yes.

Speaker speaker\_0: And I have your email down as manolomarince@yahoo.com?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Did you recently start a new assignment with Serge?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Oh, that explain it. Okay. So I believe the message that you received is about their auto enrollment. Their system doesn't have a way to filter out who has already had it and won't be affected again or who has already declined it, and that's why you received it. But it won't affect you 'cause you already had auto enrollment back in 2024. So it doesn't take effect anymore after the first time.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Yes, sir. Was there anything else I can assist you with today?

Speaker speaker\_1: Not at the moment.

Speaker speaker\_0: Understood. It was a pleasure speaking with you. Hope you have a wonderful rest of your day.

Speaker speaker\_1: Thank you. Same to you.

Speaker speaker\_0: Thank you. Bye-bye.

Speaker speaker\_1: Bye-bye.