

Transcript: Francesca

Baez-5285079711137792-5538164048052224

Full Transcript

Forwarded to an automated voice messaging system. This call may be monitored or recorded for quality assurance purposes. Charlie Garcia. Is not available. At the tone, please record your message. When you've finished recording, you may hang up or press one for more options. To leave a callback number, press five. Good afternoon, Mr. Garcia. My name is Francesca with Benefits in a Card, giving you a call on behalf of the Work Source Staffing Company. We're calling regarding the text message you received at 1:00 PM today to which you re- you replied, "Who are you?" The text message read, "There was a lapse in coverage in the last one to two weeks due to a missed payroll deduction." So they are informing you, sir, that currently the policy that you have with them of medical, dental, vision and life insurance for yourself and spouse for this week is inactive due to the fact that we did not receive any deduction or premium payment for this week's benefits. In the event that you have any further questions in regards to this, feel free to give us a call back. We are open 8:00 AM to 8:00 PM Monday through Fridays Eastern time. I hope you have a wonderful rest of your day. Thank you for your time today as well as for listening to my message.

Conversation Format

Speaker speaker_0: Forwarded to an automated voice messaging system.

Speaker speaker_1: This call may be monitored or recorded for quality assurance purposes.

Speaker speaker_2: Charlie Garcia.

Speaker speaker_0: Is not available. At the tone, please record your message. When you've finished recording, you may hang up or press one for more options. To leave a callback number, press five.

Speaker speaker_3: Good afternoon, Mr. Garcia. My name is Francesca with Benefits in a Card, giving you a call on behalf of the Work Source Staffing Company. We're calling regarding the text message you received at 1:00 PM today to which you re- you replied, "Who are you?" The text message read, "There was a lapse in coverage in the last one to two weeks due to a missed payroll deduction." So they are informing you, sir, that currently the policy that you have with them of medical, dental, vision and life insurance for yourself and spouse for this week is inactive due to the fact that we did not receive any deduction or premium payment for this week's benefits. In the event that you have any further questions in regards to this, feel free to give us a call back. We are open 8:00 AM to 8:00 PM Monday through Fridays Eastern time. I hope you have a wonderful rest of your day. Thank you for

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