

## **Transcript: Francesca**

**Baez-530854270777536-6743499267325952**

### **Full Transcript**

Your call- Hello. ... may be monitored or recorded for quality assurance purposes. Good afternoon. My name is Francesca of Benefits.com. I'm looking to speak with Mr. Castillo on behalf of Hamilton Record Staffing. Yes? Good afternoon, sir. I was giving you a call back. I was replying to the message where you asked, "Who is this?" We sent you an email af- message at 1:00 PM. Uh, what- uh, w- what- what's, uh, what do you, what do you mean by, uh... 'Cause when you sent the message it said, uh, there was a lapse in coverage in the last one to two weeks due to a missed payroll deduction. What, what's, what do you mean? So the system automatically sends those messages out to the employees when it's a Wednesday and we haven't received payment for the insurance. So they're just advising you that as of this week, you're not going to be active since no payment was received from your staffing company to keep your policy active. Oh, okay. All right. That's fine. Yes, sir. All right. Thank you. All right. No problem. Hope you have a wonderful rest of your day. You too. Bye-bye.

### **Conversation Format**

Speaker speaker\_0: Your call-

Speaker speaker\_1: Hello.

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

Speaker speaker\_2: Good afternoon. My name is Francesca of Benefits.com. I'm looking to speak with Mr. Castillo on behalf of Hamilton Record Staffing.

Speaker speaker\_1: Yes?

Speaker speaker\_2: Good afternoon, sir. I was giving you a call back. I was replying to the message where you asked, "Who is this?" We sent you an email af- message at 1:00 PM.

Speaker speaker\_1: Uh, what- uh, w- what- what's, uh, what do you, what do you mean by, uh... 'Cause when you sent the message it said, uh, there was a lapse in coverage in the last one to two weeks due to a missed payroll deduction. What, what's, what do you mean?

Speaker speaker\_2: So the system automatically sends those messages out to the employees when it's a Wednesday and we haven't received payment for the insurance. So they're just advising you that as of this week, you're not going to be active since no payment was received from your staffing company to keep your policy active.

Speaker speaker\_1: Oh, okay. All right. That's fine.

Speaker speaker\_2: Yes, sir.

Speaker speaker\_1: All right. Thank you.

Speaker speaker\_2: All right. No problem. Hope you have a wonderful rest of your day.

Speaker speaker\_1: You too. Bye-bye.