

## **Transcript: Franchesca**

**Baez-5470215405223936-4943011726409728**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Good afternoon. My name is Francesca Bonafede. I'm calling looking to speak with Miss Arrington on behalf of Mega 4 Staffing. Oh, yes. Hi. How are you? It's Faith from Mega 4 Staffing. Okay. I'm going to take this call. Yes. Okay. Good day. We're giving you a call ... for their health insurance on March 11th. Yeah. On this call we noticed that you looked at a couple of plans, but also put down that you didn't want coverage. So we're just confirming that you're declining today. Okay. So, you're saying I applied for, um, health insurance and I denied exactly what? Yes, ma'am. I'm saying that the form for health insurance with your staffing company, you had filled in that you wanted medical... Yes. I only see that one being of cost medical, but then you also put that you did not want to participate. So we were calling today to make sure that you were trying to decline the coverage and that there was no system error with your enrollment. Oh, okay. Understood. Um, I, I would say, um, I... The package was for medical, or is it medical, dental and vision? Like, was that the one that I, I was first selecting, or was that just covering medical at the top? No, ma'am, you had only selected the medical preventative plan. Okay. So right now, I'm going to say that I'll deny it, um, because I think that's what I was reading, and I think I didn't, um, actually decide if I did not like it. So yeah, I'm going to go on denying it today. Understood. Thank you so much for that clarification. I hope you have a wonderful rest of your day. Thank you, you too. Thanks for calling. Bye-bye. Yeah. Okay.

### **Conversation Format**

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

Speaker speaker\_1: Good afternoon. My name is Francesca Bonafede. I'm calling looking to speak with Miss Arrington on behalf of Mega 4 Staffing.

Speaker speaker\_2: Oh, yes. Hi. How are you? It's Faith from Mega 4 Staffing.

Speaker speaker\_1: Okay.

Speaker speaker\_2: I'm going to take this call.

Speaker speaker\_1: Yes. Okay. Good day. We're giving you a call ... for their health insurance on March 11th.

Speaker speaker\_2: Yeah.

Speaker speaker\_1: On this call we noticed that you looked at a couple of plans, but also put down that you didn't want coverage. So we're just confirming that you're declining today.

Speaker speaker\_2: Okay. So, you're saying I applied for, um, health insurance and I denied exactly what?

Speaker speaker\_1: Yes, ma'am. I'm saying that the form for health insurance with your staffing company, you had filled in that you wanted medical...

Speaker speaker\_2: Yes.

Speaker speaker\_1: I only see that one being of cost medical, but then you also put that you did not want to participate. So we were calling today to make sure that you were trying to decline the coverage and that there was no system error with your enrollment.

Speaker speaker\_2: Oh, okay. Understood. Um, I, I would say, um, I... The package was for medical, or is it medical, dental and vision? Like, was that the one that I, I was first selecting, or was that just covering medical at the top?

Speaker speaker\_1: No, ma'am, you had only selected the medical preventative plan.

Speaker speaker\_2: Okay. So right now, I'm going to say that I'll deny it, um, because I think that's what I was reading, and I think I didn't, um, actually decide if I did not like it. So yeah, I'm going to go on denying it today.

Speaker speaker\_1: Understood. Thank you so much for that clarification. I hope you have a wonderful rest of your day.

Speaker speaker\_2: Thank you, you too. Thanks for calling.

Speaker speaker\_1: Bye-bye.

Speaker speaker\_2: Yeah. Okay.