

Transcript: Francesca

Baez-5729279617318912-5343771103903744

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Good afternoon. My name is Francesca with Beneficino Car. I'm looking to speak with Ms. Edwards on behalf of Clinical Stopping Resources. This she. Good afternoon, ma'am. Please be advised that the call may be monitored and recorded for quality assurance purposes. I was giving you a call in regards to a document we received today for a qualified life event submission. Mm-hmm. Unfortunately, you submitted an insurance application that is not proof of insurance. Ma'am, that insurance is, uh, starts February 1st and as you can see on the paperwork, I've already listed the premium. If you have any questions, please contact the agent. Now this make the second time I had to talk to y'all, and I'm not gonna keep talking to y'all nicely and going over the same thing. I'm about to pull my lawyer into this. What you're doing is illegal and what you're doing is not okay. I don't care if Clinical Stopping Resources told you to call me. What you're doing is illegal and it's not okay. Okay. I didn't mean to upset you, ma'am. That was a test. I'm upset. That's market place insurance, that's real insurance, not a preferred discount plan. Well, ma'am, when you come to And you know what? I'm done talking. just be- I'm gonna have my attorney contact y'all. Don't worry about it. My attorney about to call y'all next.

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 with Beneficino Car. I'm looking to speak with Ms. Edwards on behalf of Clinical Stopping Resources.

Speaker speaker_2: This she.

Speaker speaker_1: Good afternoon, ma'am. Please be advised that the call may be monitored and recorded for quality assurance purposes. I was giving you a call in regards to a document we received today for a qualified life event submission.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Unfortunately, you submitted an insurance application that is not proof of insurance.

Speaker speaker_2: Ma'am, that insurance is, uh, starts February 1st and as you can see on the paperwork, I've already listed the premium. If you have any questions, please contact the agent. Now this make the second time I had to talk to y'all, and I'm not gonna keep talking to

y'all nicely and going over the same thing. I'm about to pull my lawyer into this. What you're doing is illegal and what you're doing is not okay. I don't care if Clinical Stopping Resources told you to call me. What you're doing is illegal and it's not okay.

Speaker speaker_1: Okay. I didn't mean to upset you, ma'am. That was a test.

Speaker speaker_2: I'm upset. That's market place insurance, that's real insurance, not a preferred discount plan.

Speaker speaker_1: Well, ma'am, when you come to

Speaker speaker_3: And you know what? I'm done talking.

Speaker speaker_2: just be-

Speaker speaker_3: I'm gonna have my attorney contact y'all. Don't worry about it. My attorney about to call y'all next.