

## **Transcript: Francesca**

**Baez-5749366484418560-5729960647770112**

### **Full Transcript**

Your call has been forwarded to voicemail. Your call may be monitored or recorded for quality assurance purposes. The person you're trying to reach is not available. At the tone, please record your message. When you have finished recording, you may hang up. Good morning. My name is Francesca . You have a WorkSmart. We're giving you a call today regarding the text message that you received to which you replied yesterday that you did not want the insurance that WorkSmart was going to auto-enroll you into. The reason for my call, sir, is currently we can no longer decline it because it has already been processed. We would have to cancel it for you. We do require your verbal authorization to process any cancellations. In the event that you did want us to cancel that enrollment, please give us a callback at 800-497-4856 or open 8:00 AM to 8:00 PM Monday through Friday Eastern Time, that way we can process that cancellation for you. Hope you have a wonderful rest of your day, and thank you for your time today.

### **Conversation Format**

Speaker speaker\_0: Your call has been forwarded to voicemail. Your call may be monitored or recorded for quality assurance purposes. The person you're trying to reach is not available. At the tone, please record your message. When you have finished recording, you may hang up.

Speaker speaker\_1: Good morning. My name is Francesca . You have a WorkSmart. We're giving you a call today regarding the text message that you received to which you replied yesterday that you did not want the insurance that WorkSmart was going to auto-enroll you into. The reason for my call, sir, is currently we can no longer decline it because it has already been processed. We would have to cancel it for you. We do require your verbal authorization to process any cancellations. In the event that you did want us to cancel that enrollment, please give us a callback at 800-497-4856 or open 8:00 AM to 8:00 PM Monday through Friday Eastern Time, that way we can process that cancellation for you. Hope you have a wonderful rest of your day, and thank you for your time today.