

Transcript: Francesca

Baez-5750277921521664-6412405582020608

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefit to Know Card. My name is Francesca. How can I assist you today? Yeah, I'm getting robo-calls from this number. Okay. Do you work with a staffing company? Uh... No, I don't work with a staffing company. Mm-hmm. Um... This... Uh, I guess I'm on the employee side? So we're the administrators for the health insurance that the staffing company offered. If you're no longer working with a staffing company or have not worked with a staffing company- Okay. ... more than likely the phone number was put in wrong by one of the employees. Yeah, then it just gets spread around. Could you do me a favor please and remove me from the list? I'm sorry? Could you do me a favor please and remove me from the list? Mm-hmm. . Oh. So, so can you remove me from the list, ma'am? Or, or, or block me? Okay. So I just understood that you wanted to be removed from the list. That's right. Um, I don't have a way to do it because the staffing company system is the one that's giving you the calls. All right.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benefit to Know Card. My name is Francesca. How can I assist you today?

Speaker speaker_2: Yeah, I'm getting robo-calls from this number.

Speaker speaker_1: Okay. Do you work with a staffing company?

Speaker speaker_2: Uh... No, I don't work with a staffing company.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: Um... This... Uh, I guess I'm on the employee side?

Speaker speaker_1: So we're the administrators for the health insurance that the staffing company offered. If you're no longer working with a staffing company or have not worked with a staffing company-

Speaker speaker_2: Okay.

Speaker speaker_1: ... more than likely the phone number was put in wrong by one of the employees.

Speaker speaker_2: Yeah, then it just gets spread around. Could you do me a favor please and remove me from the list?

Speaker speaker_1: I'm sorry?

Speaker speaker_2: Could you do me a favor please and remove me from the list?

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: .

Speaker speaker_1: Oh.

Speaker speaker_2: So, so can you remove me from the list, ma'am? Or, or, or block me?

Speaker speaker_1: Okay. So I just understood that you wanted to be removed from the list.

Speaker speaker_2: That's right.

Speaker speaker_1: Um, I don't have a way to do it because the staffing company system is the one that's giving you the calls.

Speaker speaker_2: All right.