

Transcript: Francesca

Baez-5815621733761024-4530648586305536

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Good afternoon. My name is Francesca with Benefits In A Car, looking to speak with Mr. Arlene Trejo on behalf of Hospitality Staffing Solutions. Uh, yes? Would you like me to continue the call in English or Spanish? Uh, what is the call about? Yes, ma'am. With Benefits In A Car, we administer the health insurance of HSS. We're giving you a call regarding the health insurance form you filled out on May 7th. Due to the fact that you had selected a couple of plans and put down dependents, but you also put that you were not participating on the health insurance. So we're just going to make sure there wasn't an error on their system and that at the moment you're declining coverage. Oh, yeah, I have, um, I have insurance. Oh, okay. Understood. So I'll go ahead and make that note onto the system then. Thank you so much for your time and taking my call today, ma'am. Okay, thank you. Have a great day. Thank you.

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 Benefits In A Car, looking to speak with Mr. Arlene Trejo on behalf of Hospitality Staffing Solutions.

Speaker speaker_2: Uh, yes?

Speaker speaker_1: Would you like me to continue the call in English or Spanish?

Speaker speaker_2: Uh, what is the call about?

Speaker speaker_1: Yes, ma'am. With Benefits In A Car, we administer the health insurance of HSS. We're giving you a call regarding the health insurance form you filled out on May 7th. Due to the fact that you had selected a couple of plans and put down dependents, but you also put that you were not participating on the health insurance. So we're just going to make sure there wasn't an error on their system and that at the moment you're declining coverage.

Speaker speaker_2: Oh, yeah, I have, um, I have insurance.

Speaker speaker_1: Oh, okay. Understood. So I'll go ahead and make that note onto the system then. Thank you so much for your time and taking my call today, ma'am.

Speaker speaker_2: Okay, thank you.

Speaker speaker_1: Have a great day.

Speaker speaker_2: Thank you.