

Transcript: Franchesca

Baez-5829370306412544-6184887163863040

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. You've reached Anna. Please leave your name, number, and a message, and I'll get back to you as soon as possible. God bless. Good afternoon. My name is Francesca with Benefits in a Card. I'm calling to speak with Mr. James Fall on behalf of Virtual Integrator- Integration, sorry, Personal Staffing. We're calling in regards to the text message you received today at 1:00 PM, which you replied saying that you spoke with the staffing company and they advised you that the text message was a scam. If you could please give us a call back with the staff member that provided you that wrongful information. The text message you received is in regards to your personal enrollment period to enroll into the health insurance that Virtual Integration offers their staffing members while they're working with them. I'm not sure who advised you that this was a scam. It is not, sir. We did receive, however, your form from December 10th, 2024, that you had filled out and request that you did not want to participate into health coverage. However, the system doesn't have a way to filter out who has already declined insurance and who hasn't. That is the reason why you received that text message. If you need any more clarification in regards to this, feel free to give us a call back at 800-497-4856. Hope you have a wonderful rest of your day, and thank you for responding to this message and listening to the recording.

Conversation Format

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

Speaker speaker_1: You've reached Anna. Please leave your name, number, and a message, and I'll get back to you as soon as possible. God bless.

Speaker speaker_2: Good afternoon. My name is Francesca with Benefits in a Card. I'm calling to speak with Mr. James Fall on behalf of Virtual Integrator- Integration, sorry, Personal Staffing. We're calling in regards to the text message you received today at 1:00 PM, which you replied saying that you spoke with the staffing company and they advised you that the text message was a scam. If you could please give us a call back with the staff member that provided you that wrongful information. The text message you received is in regards to your personal enrollment period to enroll into the health insurance that Virtual Integration offers their staffing members while they're working with them. I'm not sure who advised you that this was a scam. It is not, sir. We did receive, however, your form from December 10th, 2024, that you had filled out and request that you did not want to participate into health coverage. However, the system doesn't have a way to filter out who has already declined insurance and

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