

## **Transcript: Francesca**

**Baez-6091797991309312-5389858357952512**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Good afternoon. My name is Francesca at Benefits in Your Car. I'm looking to speak with Ms. Green on behalf of the Hospitality Staffing Solutions. Hello? Good afternoon, ma'am. I was calling in regards to the clearance form that you filled out with Hospitality Staffing Solutions on January 23rd- I mean, on January 3rd of 2025. Yes, and hello? You be on it dental for yourself and your family, but you didn't include any of your family's information. We're missing your spouse and children's information. Um, because there wasn't enough space. I apologize, ma'am. Right underneath your demographics, there is a total of three lines provided for a spouse and two children, but it was left blank. Yes. I have more than in my household, so you can just take it off. Okay. So you do not want the dental in general? You want to decline benefits? Yes. Understood. I'll go ahead and process the declination. Hospitality Staffing Solutions should be getting back to you once they have an available assignment for you, if they haven't already. Okay, thank you. Thank you for your time. Have a wonderful rest of your day.

### **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 at Benefits in Your Car. I'm looking to speak with Ms. Green on behalf of the Hospitality Staffing Solutions.

Speaker speaker\_2: Hello?

Speaker speaker\_1: Good afternoon, ma'am. I was calling in regards to the clearance form that you filled out with Hospitality Staffing Solutions on January 23rd- I mean, on January 3rd of 2025.

Speaker speaker\_2: Yes, and hello?

Speaker speaker\_1: You be on it dental for yourself and your family, but you didn't include any of your family's information. We're missing your spouse and children's information.

Speaker speaker\_2: Um, because there wasn't enough space.

Speaker speaker\_1: I apologize, ma'am. Right underneath your demographics, there is a total of three lines provided for a spouse and two children, but it was left blank.

Speaker speaker\_2: Yes. I have more than in my household, so you can just take it off.

Speaker speaker\_1: Okay. So you do not want the dental in general? You want to decline benefits?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Understood. I'll go ahead and process the declination. Hospitality Staffing Solutions should be getting back to you once they have an available assignment for you, if they haven't already.

Speaker speaker\_2: Okay, thank you.

Speaker speaker\_1: Thank you for your time. Have a wonderful rest of your day.