

## **Transcript: Francesca**

**Baez-6177738106290176-5750154348412928**

### **Full Transcript**

You call maybe moderate. Hello? Hello? Señor Calero, mi nombre es Francesca, I'm calling as part of the punished personnel. Yes. I was giving you a call about what my son told me on email where we had notified him that his claim had been incorrectly issued and that it would be canceled and it would be active for January 6th, 2025 and I wanted to know what was going to happen with the deductions that they were already making to him. Yes. I was calling to inform you that the front office has already done an investigation. As you were only adding the medical plan to the policy that you currently had for vision and dental, the reimbursement that they would be doing would only be for the cost that they made of the medical plan. Okay, and how much would that be? That is something I don't know, since your employment agency charges you two weeks in advance. Those two weeks in advance that you give them, our system can't process it, since they are future deductions. So what are we going to do? Who is going to refund me that money or how is it going to be? The system is three. Thank you, sir. What I can tell you is that you have an estimate of how much it will cost. Calculate when they started doing the deduction of \$49.06 instead of \$5.78. I'm not telling you that we won't do it, I'm just telling you that I don't have the information on what the exact figure would be. Okay, I'm going to check and see how much you have charged me, or how much the agency has charged me. I understand, yes. If I'm not mistaken, for example, our system, for these four payments, which should be \$173.30, the reimbursement in total. But given that your company would make that deduction two weeks in advance, we still don't know if only those four payments were made or if there are still two payments that are not registered in our system. I don't know if I explain myself. Yes, yes, yes, sir. You are very kind. Yes, sir. That's the only reason why I can't tell you the total amount. For now, based on those four payments, it should be something close to \$33.02. Ok, that's it. Thank you very much. Very kind. Thank you. Have a good day.

### **Conversation Format**

Speaker speaker\_0: You call maybe moderate.

Speaker speaker\_1: Hello?

Speaker speaker\_0: Hello?

Speaker speaker\_2: Señor Calero, mi nombre es Francesca, I'm calling as part of the punished personnel.

Speaker speaker\_1: Yes.

Speaker speaker\_2: I was giving you a call about what my son told me on email where we had notified him that his claim had been incorrectly issued and that it would be canceled and it would be active for January 6th, 2025 and I wanted to know what was going to happen with the deductions that they were already making to him.

Speaker speaker\_1: Yes.

Speaker speaker\_2: I was calling to inform you that the front office has already done an investigation. As you were only adding the medical plan to the policy that you currently had for vision and dental, the reimbursement that they would be doing would only be for the cost that they made of the medical plan.

Speaker speaker\_1: Okay, and how much would that be?

Speaker speaker\_2: That is something I don't know, since your employment agency charges you two weeks in advance. Those two weeks in advance that you give them, our system can't process it, since they are future deductions.

Speaker speaker\_1: So what are we going to do? Who is going to refund me that money or how is it going to be?

Speaker speaker\_0: The system is three. Thank you, sir. What I can tell you is that you have an estimate of how much it will cost. Calculate when they started doing the deduction of \$49.06 instead of \$5.78. I'm not telling you that we won't do it, I'm just telling you that I don't have the information on what the exact figure would be.

Speaker speaker\_1: Okay, I'm going to check and see how much you have charged me, or how much the agency has charged me.

Speaker speaker\_0: I understand, yes. If I'm not mistaken, for example, our system, for these four payments, which should be \$173.30, the reimbursement in total. But given that your company would make that deduction two weeks in advance, we still don't know if only those four payments were made or if there are still two payments that are not registered in our system. I don't know if I explain myself.

Speaker speaker\_1: Yes, yes, yes, sir. You are very kind.

Speaker speaker\_0: Yes, sir. That's the only reason why I can't tell you the total amount. For now, based on those four payments, it should be something close to \$33.02.

Speaker speaker\_1: Ok, that's it. Thank you very much. Very kind.

Speaker speaker\_0: Thank you. Have a good day.