

Transcript: Francesca

Baez-6327018186653696-5932705170636800

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Good afternoon. My name is Francesca looking to speak with Mr. Brown. Uh, I'm sorry. Say that again? My name is Francesca I'm looking to speak with Mr. Brown. Okay. Am I speaking with him at the moment? This is he. We're the account administrators for the health insurance the Hospitality Staffing Solutions offer, and we were contacting you in regards to the enrollment form you filled out December 17th. Okay. We were calling you for two reasons in regards to that form. Um, the first one being, you selected both of the Stay Healthy plans. You cannot be enrolled into both of them. It will either be the preventative MEC TeleRx or the MEC Enhance, which has both preventative and hospital indemnity benefits. So we were calling to see which one you wanted to be enrolled into. Um, I really don't even remember signing up for this. Okay. Do you want me to go over the difference in the plans, or were you looking to decline it for the moment? I would like to decline for the moment. Understood. Okay, so I processed a declination on it. It doesn't mean that you won't be able to pro- um, process an enrollment later on. It just means that for the moment, I'm gonna decline it. Okay? Okay. Thank you so much. I appreciate that. Thank you, Mr. Brown, for taking my call today. I do hope you have a wonderful rest of your day. You as well. Have a good one. Thank you. Happy holidays. Happy holidays.

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 looking to speak with Mr. Brown.

Speaker speaker_2: Uh, I'm sorry. Say that again?

Speaker speaker_1: My name is Francesca I'm looking to speak with Mr. Brown.

Speaker speaker_2: Okay.

Speaker speaker_1: Am I speaking with him at the moment?

Speaker speaker_2: This is he.

Speaker speaker_1: We're the account administrators for the health insurance the Hospitality Staffing Solutions offer, and we were contacting you in regards to the enrollment form you filled out December 17th.

Speaker speaker_2: Okay.

Speaker speaker_1: We were calling you for two reasons in regards to that form. Um, the first one being, you selected both of the Stay Healthy plans. You cannot be enrolled into both of them. It will either be the preventative MEC TeleRx or the MEC Enhance, which has both preventative and hospital indemnity benefits. So we were calling to see which one you wanted to be enrolled into.

Speaker speaker_2: Um, I really don't even remember signing up for this.

Speaker speaker_1: Okay. Do you want me to go over the difference in the plans, or were you looking to decline it for the moment?

Speaker speaker_2: I would like to decline for the moment.

Speaker speaker_1: Understood. Okay, so I processed a declination on it. It doesn't mean that you won't be able to pro- um, process an enrollment later on. It just means that for the moment, I'm gonna decline it. Okay?

Speaker speaker_2: Okay. Thank you so much. I appreciate that.

Speaker speaker_1: Thank you, Mr. Brown, for taking my call today. I do hope you have a wonderful rest of your day.

Speaker speaker_2: You as well. Have a good one.

Speaker speaker_1: Thank you. Happy holidays.

Speaker speaker_2: Happy holidays.