

## **Transcript: Francesca**

**Baez-6418706647007232-6080156789424128**

### **Full Transcript**

Hello. Your call will be monitored or recorded for quality assurance purposes. Good afternoon. My name is Francesca of Benefitinal Cards, looking to speak with Mr. Stone McCarthy on behalf of America's Staff Corp. Uh, yes? I'm giving you a call, sir, regarding the text message you received today to which you replied, "Sorry, who is this?" yesterday. Uh, yeah. I'm wondering what the text message was about. Of course. So that was Surge system, and f-... I mean, not Surge, sorry. That was America's Staff Corp system informing you that currently the health coverage that you have with them did not receive any payment this week. So it was just informing you that you have a lapse in coverage for this week's coverage. Well, yeah. I'm... They know I'm currently not employed through them, so of course. 'Cause they, they ain't found me another job yet. Of course I won't be able to pay you. Yes, sir. Please keep in mind that it is a computer system that sends these messages now, not an actual human being. That's the reason why you still received it even though you're not currently working. You're more than likely gonna receive three more of them since it does take four consecutive weeks of no payment for the policy to cancel itself. Okay. All right. I hope you have a wonderful rest of your day and thank you for listening to my call today. Yeah.

### **Conversation Format**

Speaker speaker\_0: Hello.

Speaker speaker\_1: Your call will be monitored or recorded for quality assurance purposes.

Speaker speaker\_2: Good afternoon. My name is Francesca of Benefitinal Cards, looking to speak with Mr. Stone McCarthy on behalf of America's Staff Corp.

Speaker speaker\_0: Uh, yes?

Speaker speaker\_2: I'm giving you a call, sir, regarding the text message you received today to which you replied, "Sorry, who is this?" yesterday.

Speaker speaker\_0: Uh, yeah. I'm wondering what the text message was about.

Speaker speaker\_2: Of course. So that was Surge system, and f-... I mean, not Surge, sorry. That was America's Staff Corp system informing you that currently the health coverage that you have with them did not receive any payment this week. So it was just informing you that you have a lapse in coverage for this week's coverage.

Speaker speaker\_0: Well, yeah. I'm... They know I'm currently not employed through them, so of course. 'Cause they, they ain't found me another job yet. Of course I won't be able to pay you.

Speaker speaker\_2: Yes, sir. Please keep in mind that it is a computer system that sends these messages now, not an actual human being. That's the reason why you still received it even though you're not currently working. You're more than likely gonna receive three more of them since it does take four consecutive weeks of no payment for the policy to cancel itself.

Speaker speaker\_0: Okay.

Speaker speaker\_2: All right. I hope you have a wonderful rest of your day and thank you for listening to my call today.

Speaker speaker\_0: Yeah.