

Transcript: Francesca

Baez-6597973793095680-6363571657949184

Full Transcript

Your call may be- Hello. ... monitored or recorded for quality assurance purposes. Go home. Good afternoon. My name is Francesca Benefits And I was looking to speak with Mr. or Mrs. Coupland in regards to the text message you guys received yesterday. No, I didn't, I didn't get no text message. Okay, I apologize. Our system indicates that a text message was sent to which you replied you do not want the insurance, regarding auto enrollment- Oh. ... with Mega Force Tapping. Oh, I don't want no insurance with Mega Mal- Mega Force Tapping. Okay. Okay. So I was just calling so that I can process that declination for you. Could you verify your date of birth for me to make sure I located the correct account? 5/22/'76. All right. Okay, and then just for the purpose of our line being recorded, you stated today you would like to be opted out of auto enrollment with Mega Force Tapping, correct? I do not want to be enrolled. Right. All right, sir. You are all set. I processed your declination. Was there anything else we can assist you with today? No, ma'am. Thank you so much for taking my call. Have a wonderful rest of your day. Thank you, ma'am. You too. Bye-bye. Mm-hmm. Bye.

Conversation Format

Speaker speaker_0: Your call may be-

Speaker speaker_1: Hello.

Speaker speaker_0: ... monitored or recorded for quality assurance purposes.

Speaker speaker_1: Go home.

Speaker speaker_2: Good afternoon. My name is Francesca Benefits

Speaker speaker_3: And I was looking to speak with Mr. or Mrs. Coupland in regards to the text message you guys received yesterday.

Speaker speaker_1: No, I didn't, I didn't get no text message.

Speaker speaker_3: Okay, I apologize. Our system indicates that a text message was sent to which you replied you do not want the insurance, regarding auto enrollment-

Speaker speaker_1: Oh.

Speaker speaker_3: ... with Mega Force Tapping.

Speaker speaker_1: Oh, I don't want no insurance with Mega Mal- Mega Force Tapping.

Speaker speaker_3: Okay.

Speaker speaker_1: Okay.

Speaker speaker_3: So I was just calling so that I can process that declination for you. Could you verify your date of birth for me to make sure I located the correct account?

Speaker speaker_1: 5/22/'76.

Speaker speaker_3: All right. Okay, and then just for the purpose of our line being recorded, you stated today you would like to be opted out of auto enrollment with Mega Force Tapping, correct?

Speaker speaker_1: I do not want to be enrolled. Right.

Speaker speaker_3: All right, sir. You are all set. I processed your declination. Was there anything else we can assist you with today?

Speaker speaker_1: No, ma'am.

Speaker speaker_3: Thank you so much for taking my call. Have a wonderful rest of your day.

Speaker speaker_1: Thank you, ma'am. You too. Bye-bye.

Speaker speaker_3: Mm-hmm. Bye.