

Transcript: Francesca

Baez-6640811881578496-5538895072116736

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Yes, hello. Good afternoon. My name is Francesca Benefits and I'm calling looking to speak with Mr. Williams on behalf of Focus:Workforce Management. This is him. Good afternoon, sir. We're giving you a call in regards to the enrollment request you submitted on Friday for coverage for your children's health. Um, no. Um, see I don't even have a job here, so I don't even, I can't be getting anything. So... Okay. So you want me to go ahead and cancel the payment that was submitted? Yes. I'm sorry, sir? Mr. Williams, can you hear me? Hello, sir, can you hear me? Mr. Williams, are you still there? Hello? Sir, could you please answer otherwise I cannot cancel the policy. Hello?

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Yes, hello. Good afternoon. My name is Francesca Benefits and I'm calling looking to speak with Mr. Williams on behalf of Focus:Workforce Management.

Speaker speaker_2: This is him.

Speaker speaker_1: Good afternoon, sir. We're giving you a call in regards to the enrollment request you submitted on Friday for coverage for your children's health.

Speaker speaker_2: Um, no. Um, see I don't even have a job here, so I don't even, I can't be getting anything. So...

Speaker speaker_1: Okay. So you want me to go ahead and cancel the payment that was submitted?

Speaker speaker_2: Yes.

Speaker speaker_1: I'm sorry, sir? Mr. Williams, can you hear me? Hello, sir, can you hear me? Mr. Williams, are you still there? Hello? Sir, could you please answer otherwise I cannot cancel the policy. Hello?