

## **Transcript: Francesca**

**Baez-6657532490727424-6549397495136256**

### **Full Transcript**

Number 4042268011- Your call may be monitored or recorded for quality assurance purposes. ... can't take your call now. At the tone, please record your message. When you've finished recording, simply hang up or press pound for further options. Good morning. My name is Francesca of Benefits In The Car calling to speak with Mr. Reese on behalf of Partners Personal. We're calling in regards to the text message that you received on Friday, um, that you sent out on Friday, I apologize, saying that you would like to enroll into the coverage but that you were unable to reach an agent. You have till the 15 of January, that will be this Wednesday, to enroll into coverage. If you could please give us a callback at 800-497-4856 open 8:00 AM to 8:00 PM Monday through Fridays Eastern Time. Um, Mr. Reed, I did also want to advise you, I'm not sure what phone number you utilized to call and leave that voicemail during Friday. Unfortunately, it was not us that you called. We don't have any missed calls from your phone number and the only voice message that we have received that Friday is from a different person. Um, it does not match your first or last name. So if you could please give us a callback to assist you in enrolling into coverage. Thank you for your time. Have a wonderful rest of your day today.

### **Conversation Format**

Speaker speaker\_0: Number 4042268011-

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

Speaker speaker\_0: ... can't take your call now. At the tone, please record your message. When you've finished recording, simply hang up or press pound for further options.

Speaker speaker\_2: Good morning. My name is Francesca of Benefits In The Car calling to speak with Mr. Reese on behalf of Partners Personal. We're calling in regards to the text message that you received on Friday, um, that you sent out on Friday, I apologize, saying that you would like to enroll into the coverage but that you were unable to reach an agent. You have till the 15 of January, that will be this Wednesday, to enroll into coverage. If you could please give us a callback at 800-497-4856 open 8:00 AM to 8:00 PM Monday through Fridays Eastern Time. Um, Mr. Reed, I did also want to advise you, I'm not sure what phone number you utilized to call and leave that voicemail during Friday. Unfortunately, it was not us that you called. We don't have any missed calls from your phone number and the only voice message that we have received that Friday is from a different person. Um, it does not match your first or last name. So if you could please give us a callback to assist you in enrolling into coverage.

Thank you for your time. Have a wonderful rest of your day today.