

## **Transcript: Francesca**

**Baez-6714315396038656-5625213960536064**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Yes, hello. Good morning. My name is Francesca with Benefits in a Card, giving a call on behalf of AQ4 Staffing. We're looking to speak with Ms. Brooks in regards to her policy information she was requesting. Yesterday, we were unable to get ahold of you or leave a message. We tried to email you your policy information. However, per our system, the email that we have on file is unable to receive it. It's undeliverable. If you could please leave us a call back at 800-497-4856 so that we may provide you with your policy cards and information. We're open 8:00 AM to 8:00 PM Monday through Friday, Eastern Time. Have a wonderful rest of your day.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Yes, hello. Good morning. My name is Francesca with Benefits in a Card, giving a call on behalf of AQ4 Staffing. We're looking to speak with Ms. Brooks in regards to her policy information she was requesting. Yesterday, we were unable to get ahold of you or leave a message. We tried to email you your policy information. However, per our system, the email that we have on file is unable to receive it. It's undeliverable. If you could please leave us a call back at 800-497-4856 so that we may provide you with your policy cards and information. We're open 8:00 AM to 8:00 PM Monday through Friday, Eastern Time. Have a wonderful rest of your day.