

Transcript: Francesca

Baez-4724610497036288-4602332778119168

Full Transcript

Your call may be- Hello? ... monitored or recorded for quality assurance purposes. Good afternoon. My name is Francesca with Benefits in the Car, Yeah, why the fuck do you keep calling my phone? Sir, please be respectful. I'm calling in regards to your staffing company. Hello? Sir, I'm calling in regards to the message you received today at 1:00 PM. You replied back saying, "Who is this?" Who is this? We're Benefits in the Car, sir. We're the administrators for the health insurance by your staffing company, WorkSmart, all for your employees. Oh, no, I got insurance through my company. Okay. So you're actually still being charged for coverage under WorkSmart, sir, at this moment. Yeah. Can you take me off of that? Okay. So just to know I'm being recorded, you said you would like to have that plan canceled, correct? Yeah. Okay. So I've put the request in. It's going to take 20... I mean, it's going to take seven to 10 business days to complete it. You might see one to two more deductions while it's being completed. Okay? All right. Sounds good. You have a good day. Thank you. Thank you. You too.

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_2: Good afternoon. My name is Francesca with Benefits in the Car,

Speaker speaker_3: Yeah, why the fuck do you keep calling my phone?

Speaker speaker_2: Sir, please be respectful. I'm calling in regards to your staffing company.

Speaker speaker_3: Hello?

Speaker speaker_2: Sir, I'm calling in regards to the message you received today at 1:00 PM. You replied back saying, "Who is this?"

Speaker speaker_3: Who is this?

Speaker speaker_2: We're Benefits in the Car, sir. We're the administrators for the health insurance by your staffing company, WorkSmart, all for your employees.

Speaker speaker_3: Oh, no, I got insurance through my company.

Speaker speaker_2: Okay. So you're actually still being charged for coverage under WorkSmart, sir, at this moment.

Speaker speaker_3: Yeah. Can you take me off of that?

Speaker speaker_2: Okay. So just to know I'm being recorded, you said you would like to have that plan canceled, correct?

Speaker speaker_3: Yeah.

Speaker speaker_2: Okay. So I've put the request in. It's going to take 20... I mean, it's going to take seven to 10 business days to complete it. You might see one to two more deductions while it's being completed. Okay?

Speaker speaker_3: All right. Sounds good. You have a good day. Thank you.

Speaker speaker_2: Thank you. You too.