

## **Transcript: Francesca**

**Baez-4905577172615168-5381169974263808**

### **Full Transcript**

Your call is being monitored or recorded for quality assurance purposes. Good afternoon. My name is Francesca with Benefits in a Card, looking to speak with Ms. Crompton on behalf of TRC Staffing. Yes. Hi. This is she. Yes. Hello. Good afternoon, ma'am. We're giving you a call regarding the insurance form with TRC Staffing that you filled on April 15th, 2023 which was yesterday. Um, our question is, you selected a plan called Suits and not Particulars. So we're calling to verify there wasn't an error on our system and currently you want to decline their coverage. Yes. I'm declining it. Understood. I'll go ahead and process the declination and put a note in our system. Thank you for taking my call today, ma'am. No problem. Have a great day. You too.

### **Conversation Format**

Speaker speaker\_0: Your call is being monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Good afternoon. My name is Francesca with Benefits in a Card, looking to speak with Ms. Crompton on behalf of TRC Staffing.

Speaker speaker\_2: Yes. Hi. This is she.

Speaker speaker\_1: Yes. Hello. Good afternoon, ma'am. We're giving you a call regarding the insurance form with TRC Staffing that you filled on April 15th, 2023 which was yesterday. Um, our question is, you selected a plan called Suits and not Particulars. So we're calling to verify there wasn't an error on our system and currently you want to decline their coverage.

Speaker speaker\_2: Yes. I'm declining it.

Speaker speaker\_1: Understood. I'll go ahead and process the declination and put a note in our system. Thank you for taking my call today, ma'am.

Speaker speaker\_2: No problem.

Speaker speaker\_1: Have a great day.

Speaker speaker\_2: You too.