

## **Transcript: Francesca**

**Baez-5071590400245760-5623513964658688**

### **Full Transcript**

Awesome, we'll pull four cars. Your call may be monitored- Hello? ... or recorded for quality assurance purposes. Hello? Yes, hello. Good afternoon. My name is Francesca with Benefits in a Car. I was looking to speak with Mr. Derrick Wright on behalf of the WorkSource staffing. Yep. So we're calling in response to the text message you received today which you reply, "Why are you sending me this?" Yeah. So the text message was sent from your staffing company system advising you of your personal enrollment period ending the 19 of January. So you're able to enroll into health insurance during that time period. Okay, I don't even work for WorkSource. Okay. So if you stopped working for them already, the system just has a contact list that they send everything out to. They don't have a way to filter out who's actively working and who isn't. You can simply ignore those messages. Okay. All right, hope you have a wonderful rest...

### **Conversation Format**

Speaker speaker\_0: Awesome, we'll pull four cars.

Speaker speaker\_1: Your call may be monitored-

Speaker speaker\_0: Hello?

Speaker speaker\_1: ... or recorded for quality assurance purposes.

Speaker speaker\_0: Hello?

Speaker speaker\_2: Yes, hello. Good afternoon. My name is Francesca with Benefits in a Car. I was looking to speak with Mr. Derrick Wright on behalf of the WorkSource staffing.

Speaker speaker\_0: Yep.

Speaker speaker\_2: So we're calling in response to the text message you received today which you reply, "Why are you sending me this?"

Speaker speaker\_0: Yeah.

Speaker speaker\_2: So the text message was sent from your staffing company system advising you of your personal enrollment period ending the 19 of January. So you're able to enroll into health insurance during that time period.

Speaker speaker\_0: Okay, I don't even work for WorkSource.

Speaker speaker\_2: Okay. So if you stopped working for them already, the system just has a contact list that they send everything out to. They don't have a way to filter out who's actively working and who isn't. You can simply ignore those messages.

Speaker speaker\_0: Okay.

Speaker speaker\_2: All right, hope you have a wonderful rest...