

## **Transcript: Francesca**

**Baez-5195575949705216-6495326586454016**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Good morning. My name is Francesca with Benefits in a Card, looking to speak with Mr. Shipman on behalf of Hea- Focus Wea- Management. Oh, sorry. What is that? Hospitality Staffing Solutions, actually. I'm, I'm sorry, you're breaking up. I, I couldn't even hear what you said. Yes, sir. I was- What . Yes, sir. My name is Francesca. I'm with Benefits in a Card. We administer the health insurance of different staffing companies, one of them being Hospitality Staffing Solutions. Yeah, this, oh- Um, specifically speaking, I was giving you a call in regards to a form you filled out on March 26th. We wanted to confirm if you were trying to opt out because you selected a couple plans but also no coverage and cancellation. Um... You said, you said I o- opted out of it? Mm-hmm. Yes, sir. So you made three different type of selections. You selected a medical and dental plan, but then you also click on the box that says no coverage to opt out, and then the last one being you also clicked on cancellation. So I was calling to see if there was a system error or if you were trying to decline it afterwards. Um, you can decline it. Understood. So I'll process the declination noted on the account, and then Hospitality Staffing Solutions should be getting back to you once they have a position for you. Okay, thank you. Of course. Thank you for your time and taking my call. Have a great day. You too.

### **Conversation Format**

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

Speaker speaker\_1: Good morning. My name is Francesca with Benefits in a Card, looking to speak with Mr. Shipman on behalf of Hea- Focus Wea- Management. Oh, sorry.

Speaker speaker\_2: What is that?

Speaker speaker\_1: Hospitality Staffing Solutions, actually.

Speaker speaker\_2: I'm, I'm sorry, you're breaking up. I, I couldn't even hear what you said.

Speaker speaker\_1: Yes, sir. I was-

Speaker speaker\_2: What .

Speaker speaker\_1: Yes, sir. My name is Francesca. I'm with Benefits in a Card. We administer the health insurance of different staffing companies, one of them being Hospitality Staffing Solutions.

Speaker speaker\_2: Yeah, this, oh-

Speaker speaker\_1: Um, specifically speaking, I was giving you a call in regards to a form you filled out on March 26th. We wanted to confirm if you were trying to opt out because you selected a couple plans but also no coverage and cancellation.

Speaker speaker\_2: Um... You said, you said I o- opted out of it? Mm-hmm.

Speaker speaker\_1: Yes, sir. So you made three different type of selections. You selected a medical and dental plan, but then you also click on the box that says no coverage to opt out, and then the last one being you also clicked on cancellation. So I was calling to see if there was a system error or if you were trying to decline it afterwards.

Speaker speaker\_2: Um, you can decline it.

Speaker speaker\_1: Understood. So I'll process the declination noted on the account, and then Hospitality Staffing Solutions should be getting back to you once they have a position for you.

Speaker speaker\_2: Okay, thank you.

Speaker speaker\_1: Of course. Thank you for your time and taking my call. Have a great day.

Speaker speaker\_2: You too.