

## Transcript: Francesca

**Baez-5224515670949888-5587711862816768**

### Full Transcript

Your call may be monitored or recorded for quality assurance purposes. , Francesca, with Benefit Connect. I would like to speak with Mr. Geraldo Orozco on behalf of Hospitality Staffing Solutions. , hello? Yes, ma'am. Could I speak with Mr. Geraldo Orozco, please? , and where are you calling from? From Hospitality Staffing Solutions. And that's what? A temporary employment agency, ma'am. Oh, yes, wait, I'll give it to you, sorry . Sorry Hello? Yes, good afternoon, sir. My name is Francesca with Benefit Connect. I am making a recorded call on behalf of Hospitality Staffing Solutions. Are you Mr. Geraldo Orozco? Yes, correct. Okay. We are the company that administers the medical insurance that Hospitality Staffing Solutions offers to its employees. Uh-huh. We are calling you specifically about the form that you filled out on January 8, where you would have selected a medical plan, but you also selected not to participate. I was calling to confirm that- Ah. That at this moment you were declining the insurance. Correct, yes. Understood. Perfect, Mr. Geraldo. With this in mind, I will process that decline, and HSS would be speaking with you once they have a job for you, if they haven't done so yet, okay? Okay, thank you. Many thanks for your time and attention. I hope you have a very good day. Good, thank you. Bye.

### Conversation Format

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

Speaker speaker\_1: , Francesca, with Benefit Connect. I would like to speak with Mr. Geraldo Orozco on behalf of Hospitality Staffing Solutions.

Speaker speaker\_2: , hello?

Speaker speaker\_1: Yes, ma'am. Could I speak with Mr. Geraldo Orozco, please?

Speaker speaker\_2: , and where are you calling from?

Speaker speaker\_1: From Hospitality Staffing Solutions.

Speaker speaker\_2: And that's what?

Speaker speaker\_1: A temporary employment agency, ma'am.

Speaker speaker\_2: Oh, yes, wait, I'll give it to you, sorry . Sorry

Speaker speaker\_3: Hello?

Speaker speaker\_1: Yes, good afternoon, sir. My name is Francesca with Benefit Connect. I am making a recorded call on behalf of Hospitality Staffing Solutions. Are you Mr. Geraldo Orozco?

Speaker speaker\_3: Yes, correct.

Speaker speaker\_1: Okay. We are the company that administers the medical insurance that Hospitality Staffing Solutions offers to its employees.

Speaker speaker\_3: Uh-huh.

Speaker speaker\_1: We are calling you specifically about the form that you filled out on January 8, where you would have selected a medical plan, but you also selected not to participate. I was calling to confirm that-

Speaker speaker\_3: Ah.

Speaker speaker\_1: That at this moment you were declining the insurance.

Speaker speaker\_3: Correct, yes.

Speaker speaker\_1: Understood. Perfect, Mr. Geraldo. With this in mind, I will process that decline, and HSS would be speaking with you once they have a job for you, if they haven't done so yet, okay?

Speaker speaker\_3: Okay, thank you.

Speaker speaker\_1: Many thanks for your time and attention. I hope you have a very good day.

Speaker speaker\_3: Good, thank you.

Speaker speaker\_1: Bye.