

## **Transcript: Franchesca**

**Baez-5309445597773824-5611204195074048**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Yeah. Why you-  
Mama says, um... You were going to use Mama's and then she said she agrees to come-  
Yes. Hello. Good afternoon. My name is Francesca with Benefits 10-0 card calling to speak  
with Miss Cotton on behalf of Hospitality Staffing Solutions. Yes, I'm speaking. We're calling  
with the administrators of the health insurance HSS offers. We were calling in regards to the  
form you filled out November 22nd. We saw you select the two plans, but also said you  
wanted no coverage. So we're just calling to verify that selection. Yeah. Mm-hmm. Okay. So,  
uh, you did mean to put no coverage? Right. Understood. I'll go ahead and decline it. HSS  
should be reaching out to you once they have a job available for you. She said, "Are you in?"  
Okay. All right. Miss Cotton, so you are all set. We only ask, handle the health insurance  
portion.

### **Conversation Format**

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

Speaker speaker\_1: Yeah. Why you-

Speaker speaker\_2: Mama says, um... You were going to use Mama's and then she said she  
agrees to come-

Speaker speaker\_3: Yes. Hello. Good afternoon. My name is Francesca with Benefits 10-0  
card calling to speak with Miss Cotton on behalf of Hospitality Staffing Solutions.

Speaker speaker\_2: Yes, I'm speaking.

Speaker speaker\_3: We're calling with the administrators of the health insurance HSS offers.  
We were calling in regards to the form you filled out November 22nd. We saw you select the  
two plans, but also said you wanted no coverage. So we're just calling to verify that selection.

Speaker speaker\_2: Yeah. Mm-hmm.

Speaker speaker\_3: Okay. So, uh, you did mean to put no coverage?

Speaker speaker\_2: Right.

Speaker speaker\_3: Understood. I'll go ahead and decline it. HSS should be reaching out to  
you once they have a job available for you.

Speaker speaker\_1: She said, "Are you in?" Okay.

Speaker speaker\_3: All right. Miss Cotton, so you are all set. We only ask, handle the health insurance portion.