

## **Transcript: Francesca**

**Baez-5366567771750400-6567223094329344**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Good afternoon. My name is Francesca ... of car. I'd like to speak to Ms. Melissa Bunnell on behalf of AmeriStaff Court. Uh, who is this? My name is Francesca ... of car, ma'am. I'm looking to speak to Ms. Bunnell on behalf of AmeriStaff Court. Yeah. This is her. We were giving you a call regarding the text message you received at- Hm. ... 1:00 PM today, um, to which you were replying asking who it was. Huh? What did I- What was? Who sent you the message? So the message that you received today said there was a lapse in coverage in the last one to two weeks due to a missed payroll deduction. Call BIC at 1-800-497-4856 if you wish to make a payment, and then you went ahead and replied, "Who is this?" Okay. Make a payment on like, is that insurance or what? Like... Yes, ma'am. So the person that sent that to you was their system, AmeriStaff Court. They were advising you that the plan that you were auto-enrolled into is currently inactive this week because we did not receive payment for that p- for that plan. Okay, that's fine. All right. That was all I was calling for, just to explain to you what that text message was. Do you have any questions for me? Nope. 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 afternoon. My name is Francesca ... of car. I'd like to speak to Ms. Melissa Bunnell on behalf of AmeriStaff Court.

Speaker speaker\_2: Uh, who is this?

Speaker speaker\_1: My name is Francesca ... of car, ma'am. I'm looking to speak to Ms. Bunnell on behalf of AmeriStaff Court.

Speaker speaker\_2: Yeah. This is her.

Speaker speaker\_1: We were giving you a call regarding the text message you received at-

Speaker speaker\_2: Hm.

Speaker speaker\_1: ... 1:00 PM today, um, to which you were replying asking who it was.

Speaker speaker\_2: Huh? What did I- What was?

Speaker speaker\_1: Who sent you the message? So the message that you received today said there was a lapse in coverage in the last one to two weeks due to a missed payroll

deduction. Call BIC at 1-800-497-4856 if you wish to make a payment, and then you went ahead and replied, "Who is this?"

Speaker speaker\_2: Okay. Make a payment on like, is that insurance or what? Like...

Speaker speaker\_1: Yes, ma'am. So the person that sent that to you was their system, AmeriStaff Court. They were advising you that the plan that you were auto-enrolled into is currently inactive this week because we did not receive payment for that p- for that plan.

Speaker speaker\_2: Okay, that's fine.

Speaker speaker\_1: All right. That was all I was calling for, just to explain to you what that text message was. Do you have any questions for me?

Speaker speaker\_2: Nope.

Speaker speaker\_1: Have a great day.

Speaker speaker\_2: You too.