

Transcript: Francesca

Baez-5380472175542272-5949590238871552

Full Transcript

Hello. Your call may be monitored or recorded for quality assurance purposes. Good afternoon. My name is Francesca of Benefits 10-0 Card calling to speak with Ms. Dukes on behalf of Hamilton/Rikers Staffing. Hel- I don't know if you can hear me but I cannot hear you. Hello? Hello? Can you hear me better now, ma'am? I can hear. Yes, I can hear you now. Hello? Okay. Hello? My name is Francesca. I'm calling with Benefits 10-0 Card on behalf of Hamilton/Rikers Staffing Group. Uh-huh. I was calling in regards to the enrollment form for insurance that you filled out on December 13th. You have selected benefits but also chose to decline them, so we're just going to confirm your selection. Okay. Were you declining benefits at the moment? . I'm sorry? Were you declining the insurance at the moment, Ms. Dukes? You don't want to be enrolled as of right now? Hello, Ms. Dukes? I think we have a bad connection. Hello? Ms. Dukes, can you hear me? Hello? Hello, Ms. Dukes, can you hear me? Hello? The agent will be disconnecting as a general response.

Conversation Format

Speaker speaker_0: Hello.

Speaker speaker_1: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_0: Good afternoon. My name is Francesca of Benefits 10-0 Card calling to speak with Ms. Dukes on behalf of Hamilton/Rikers Staffing.

Speaker speaker_2: Hel- I don't know if you can hear me but I cannot hear you. Hello?

Speaker speaker_0: Hello? Can you hear me better now, ma'am?

Speaker speaker_2: I can hear. Yes, I can hear you now.

Speaker speaker_0: Hello? Okay.

Speaker speaker_2: Hello?

Speaker speaker_0: My name is Francesca. I'm calling with Benefits 10-0 Card on behalf of Hamilton/Rikers Staffing Group.

Speaker speaker_2: Uh-huh.

Speaker speaker_0: I was calling in regards to the enrollment form for insurance that you filled out on December 13th. You have selected benefits but also chose to decline them, so we're

just going to confirm your selection.

Speaker speaker_2: Okay.

Speaker speaker_0: Were you declining benefits at the moment?

Speaker speaker_2: .

Speaker speaker_0: I'm sorry? Were you declining the insurance at the moment, Ms. Dukes? You don't want to be enrolled as of right now? Hello, Ms. Dukes? I think we have a bad connection. Hello? Ms. Dukes, can you hear me? Hello? Hello, Ms. Dukes, can you hear me? Hello? The agent will be disconnecting as a general response.