

Transcript: Franchesca

Baez-5764179687424000-4732968709963776

Full Transcript

Your call may be monitored- Hello? -or recorded for quality assurance purposes. Hospitality Staffing Solutions. Hello? We're calling with regards to the health insurance form that you signed on January three. You had chosen some health plans, but you also opted out to enroll in health insurance. I was calling to verify, Mr. Patron, that it wasn't an error and that you wanted to decline the health insurance. Yes. No. Yes, I want to renew it. No, sir. To renew it, you would need to already have health insurance. This is the first time you are applying with Hospitality Staffing Solutions. I repeat, the reason for my call is because you specifically selected- Wait. That health insurance- -two plans, critical illnesses, and accident. But when you selected those four plans, you also opted out of coverage. So, I was calling to see if it was a system error and if you wanted to be enrolled in those four plans or if you changed your mind and wanted to decline the health insurance and not enroll. Mr. Patron, do you want to enroll or not in health insurance? No, no, no. Understood. I will process your declination. Keeping this in mind, thank you very much for your time. HSS- Okay. -would be calling you once they have a job for you. Okay. Have a good day. You as well.

Conversation Format

Speaker speaker_0: Your call may be monitored-

Speaker speaker_1: Hello?

Speaker speaker_0: -or recorded for quality assurance purposes.

Speaker speaker_2: Hospitality Staffing Solutions.

Speaker speaker_1: Hello?

Speaker speaker_2: We're calling with regards to the health insurance form that you signed on January three. You had chosen some health plans, but you also opted out to enroll in health insurance. I was calling to verify, Mr. Patron, that it wasn't an error and that you wanted to decline the health insurance.

Speaker speaker_1: Yes. No. Yes, I want to renew it.

Speaker speaker_2: No, sir. To renew it, you would need to already have health insurance. This is the first time you are applying with Hospitality Staffing Solutions. I repeat, the reason for my call is because you specifically selected-

Speaker speaker_1: Wait. That health insurance-

Speaker speaker_2: -two plans, critical illnesses, and accident. But when you selected those four plans, you also opted out of coverage. So, I was calling to see if it was a system error and if you wanted to be enrolled in those four plans or if you changed your mind and wanted to decline the health insurance and not enroll. Mr. Patron, do you want to enroll or not in health insurance?

Speaker speaker_1: No, no, no.

Speaker speaker_2: Understood. I will process your declination. Keeping this in mind, thank you very much for your time. HSS-

Speaker speaker_1: Okay.

Speaker speaker_2: -would be calling you once they have a job for you.

Speaker speaker_1: Okay.

Speaker speaker_2: Have a good day.

Speaker speaker_1: You as well.