

Transcript: Francesca

Baez-5814351738388480-5072862762713088

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Good afternoon. My name is Francesca with Benefits in a Card, calling on behalf of ... Solutions. Is this a Christmas hold? This is mine. Okay. We're giving you a call in regards to the health insurance form that you filled out on November 19, 2024. We wanted to confirm that it wasn't a system error where you selected a medical plan for family but also chose to opt out of coverage because you didn't want insurance at the moment, so we're just calling to confirm that you did mean to decline. Yes. All right. I'll go ahead and process it as such then. Thank you so much for attending to my call.

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 with Benefits in a Card, calling on behalf of ... Solutions. Is this a Christmas hold?

Speaker speaker_2: This is mine.

Speaker speaker_1: Okay. We're giving you a call in regards to the health insurance form that you filled out on November 19, 2024. We wanted to confirm that it wasn't a system error where you selected a medical plan for family but also chose to opt out of coverage because you didn't want insurance at the moment, so we're just calling to confirm that you did mean to decline.

Speaker speaker_2: Yes.

Speaker speaker_1: All right. I'll go ahead and process it as such then. Thank you so much for attending to my call.