

## **Transcript: Franchesca**

**Baez-5815830890856448-5293284567203840**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Excuse me. Sorry, I don't speak Spanish. Okay. Hello? We're trying to process an application that you filled out on April 1, 2025 for the insurance that HSS offers, where you had selected life insurance, behavioral health insurance, as well as virtual primary care for spouse, but the dependent that you gave us was a friend, ma'am. You can't put a friend as a dependent legally. He has to be married to that person, it be his spouse or it be his son or daughter, but he can't put a friend as a dependent. Oh, okay. And what do I do about that? I simply need the verbal verification that I am going to enroll you alone, given that Alex is your friend. Yes, just for me alone. Sorry. Don't worry about that, that's why we are here. With that in mind, you're going to see the selection you made on the application. Let's see. Also, accident group. The total of your policy would be \$36.62 from each check. Do you authorize Hospitality Staffing Solutions to deduct those deductions once you start working? Okay. Okay. Understood. With this in mind, I'm going to process your enrollment, and once you start working, it may take one or two weeks for Hospitality Staffing Solutions to start deducting. Okay. Thank you. Thank you very much for taking my call. Have a good day. You're welcome. Thank you. You're welcome. Bye.

### **Conversation Format**

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

Speaker speaker\_2: Excuse me. Sorry, I don't speak Spanish. Okay. Hello?

Speaker speaker\_1: We're trying to process an application that you filled out on April 1, 2025 for the insurance that HSS offers, where you had selected life insurance, behavioral health insurance, as well as virtual primary care for spouse, but the dependent that you gave us was a friend, ma'am. You can't put a friend as a dependent legally. He has to be married to that person, it be his spouse or it be his son or daughter, but he can't put a friend as a dependent.

Speaker speaker\_2: Oh, okay. And what do I do about that?

Speaker speaker\_1: I simply need the verbal verification that I am going to enroll you alone, given that Alex is your friend.

Speaker speaker\_2: Yes, just for me alone. Sorry.

Speaker speaker\_1: Don't worry about that, that's why we are here. With that in mind, you're going to see the selection you made on the application. Let's see. Also, accident group. The

total of your policy would be \$36.62 from each check. Do you authorize Hospitality Staffing Solutions to deduct those deductions once you start working?

Speaker speaker\_2: Okay.

Speaker speaker\_1: Okay. Understood. With this in mind, I'm going to process your enrollment, and once you start working, it may take one or two weeks for Hospitality Staffing Solutions to start deducting.

Speaker speaker\_2: Okay. Thank you.

Speaker speaker\_1: Thank you very much for taking my call. Have a good day.

Speaker speaker\_2: You're welcome. Thank you.

Speaker speaker\_1: You're welcome. Bye.