

## **Transcript: Francesca**

**Baez-5895792608591872-5756416490651648**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance. Please leave your message for 216-310-5106. Good afternoon, my name is Francesca from Beneficiary Services. I'm going to speak with Mrs. Díaz Olivia on behalf of Hospitality Staffing Solutions about the form that you filled out on April 16, 2025, in which she had also opted for coverage but also decided not to participate. We were calling to confirm her selection and make sure that the system did not have any errors. At this point, as we could not speak with you, we would be processing a decline. Given the case that you want to be enrolled in the benefits, please give us a call back at 800-497-4856. Open 8 AM to 8 PM Eastern Time.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance. Please leave your message for 216-310-5106.

Speaker speaker\_1: Good afternoon, my name is Francesca from Beneficiary Services. I'm going to speak with Mrs. Díaz Olivia on behalf of Hospitality Staffing Solutions about the form that you filled out on April 16, 2025, in which she had also opted for coverage but also decided not to participate. We were calling to confirm her selection and make sure that the system did not have any errors. At this point, as we could not speak with you, we would be processing a decline. Given the case that you want to be enrolled in the benefits, please give us a call back at 800-497-4856. Open 8 AM to 8 PM Eastern Time.