

## **Transcript: Franchesca**

**Baez-5896009875111936-5355795347849216**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. . Hello? Hello? Who is this? . Hello? Who is this? . Yeah. Solutions. Yeah. . Hello? Who is this? . Yeah. We called you regarding their April 2, 2023 medical insurance form, in which you had selected some plans but also opted out of coverage. We were calling to verify your address. I mean, your decision, if you did not want the coverage at that time or if there was a system failure. No, no, no. No, no. Sorry. What? Sorry? What coverage? Insurance with Hospitality Staffing Solutions, ma'am. Ok. Ok, did you want to opt out? An error trying-- No. To register? Hm. This is insurance or... Insurance, ma'am, insurance, medical service, medical plan. Ok. I imagine it was saved to see what-- but no. Sorry? What are you cutting out, ma'am? Yes, it sounds cut off to you? Try to move away from the area. It sounds cut off to you. Cut off. Still cutting in and out, ma'am.

### **Conversation Format**

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

Speaker speaker\_1: . Hello? Hello?

Speaker speaker\_2: Who is this?

Speaker speaker\_1: . Hello?

Speaker speaker\_2: Who is this?

Speaker speaker\_1: . Yeah. Solutions.

Speaker speaker\_2: Yeah.

Speaker speaker\_1: . Hello?

Speaker speaker\_2: Who is this?

Speaker speaker\_1: . Yeah. We called you regarding their April 2, 2023 medical insurance form, in which you had selected some plans but also opted out of coverage. We were calling to verify your address. I mean, your decision, if you did not want the coverage at that time or if there was a system failure.

Speaker speaker\_2: No, no, no. No, no. Sorry. What?

Speaker speaker\_1: Sorry?

Speaker speaker\_2: What coverage?

Speaker speaker\_1: Insurance with Hospitality Staffing Solutions, ma'am.

Speaker speaker\_2: Ok.

Speaker speaker\_1: Ok, did you want to opt out? An error trying--

Speaker speaker\_2: No.

Speaker speaker\_1: To register? Hm. This is insurance or... Insurance, ma'am, insurance, medical service, medical plan.

Speaker speaker\_2: Ok. I imagine it was saved to see what-- but no.

Speaker speaker\_1: Sorry? What are you cutting out, ma'am? Yes, it sounds cut off to you? Try to move away from the area. It sounds cut off to you. Cut off. Still cutting in and out, ma'am.