

## **Transcript: Franchesca**

**Baez-5930980313448448-6431793095950336**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. 4787315854 is not available. At the tone, please record your message. When you are finished recording, you may hang up or press one for more options. Good afternoon, Mr. Bower. My name is Francesca with BenefitsNow Card giving you a call on behalf of Wagner Services Solutions. I was calling in regards to the text message you received today to which you respond to opt out. So you have already opted out as of December 11th when you called in to request a declination. Auto enrollment won't take effect since you have declined that already. The text messages however will still continue to be sent due to the fact that their system doesn't have a way to filter out who has declined and who has not. In the event that you need any further assistance, feel free to give us a callback at 800-497-4856 open 8:00 A.M. to 8:00 P.M. Monday through Fridays Eastern Time. I do hope you have a wonderful rest of your day. Thank you so much for your time as well as to listening to this message.

### **Conversation Format**

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

Speaker speaker\_1: 4787315854 is not available. At the tone, please record your message. When you are finished recording, you may hang up or press one for more options.

Speaker speaker\_2: Good afternoon, Mr. Bower. My name is Francesca with BenefitsNow Card giving you a call on behalf of Wagner Services Solutions. I was calling in regards to the text message you received today to which you respond to opt out. So you have already opted out as of December 11th when you called in to request a declination. Auto enrollment won't take effect since you have declined that already. The text messages however will still continue to be sent due to the fact that their system doesn't have a way to filter out who has declined and who has not. In the event that you need any further assistance, feel free to give us a callback at 800-497-4856 open 8:00 A.M. to 8:00 P.M. Monday through Fridays Eastern Time. I do hope you have a wonderful rest of your day. Thank you so much for your time as well as to listening to this message.