

## **Transcript: Francesca**

**Baez-6204929573568512-5188929692549120**

### **Full Transcript**

Welcome to Benecito Health. My name is Francesca. How can I help you? Yeah, Francesca, I was calling to let you know I got insurance. Okay, sir. Was there any other purpose of this call, sir? Were you calling to get information, to decline, to cancel, to enroll? No. Telling you I got insurance. Okay, sir. I, I, I got a text message saying that they were gonna give me, um, enroll me in, in something. I, I have insurance already. So sir, if you're going to be auto-enrolled into anything, unfortunately, this verbal statement on the recorded line that you have insurance won't do anything. We'll have to process a declination. Is this what you want us to do today? I have... Yes. Okay. Which staffing company do you work with? Serge. What are the last four of your Social? 0556... And the last name, please? Littlebrooks. Okay, here we go. For security purposes, can you verify your mailing address and your date of birth? 6319 4th Hollow Drive, Florida 27702. Uh, best contact 770-375-5085 with the email of first and last name of five at gmail.com? Yeah. And for the purpose of the line being recorded, you stated today you want to be opted out of auto enrollment and decline any coverage with Serge. Correct? Right. Okay. So I processed your declination. Now, you do have roughly three to two more weeks under that open enrollment period, so you're still gonna get those text messages 'cause their system can't filter out who already declined it. Just simply ignore them for now. All right. Have a great day and thank you for your time today.

### **Conversation Format**

Speaker speaker\_0: Welcome to Benecito Health. My name is Francesca. How can I help you?

Speaker speaker\_1: Yeah, Francesca, I was calling to let you know I got insurance.

Speaker speaker\_0: Okay, sir. Was there any other purpose of this call, sir? Were you calling to get information, to decline, to cancel, to enroll?

Speaker speaker\_1: No. Telling you I got insurance.

Speaker speaker\_0: Okay, sir.

Speaker speaker\_1: I, I, I got a text message saying that they were gonna give me, um, enroll me in, in something. I, I have insurance already.

Speaker speaker\_0: So sir, if you're going to be auto-enrolled into anything, unfortunately, this verbal statement on the recorded line that you have insurance won't do anything. We'll have

to process a declination. Is this what you want us to do today?

Speaker speaker\_1: I have... Yes.

Speaker speaker\_0: Okay. Which staffing company do you work with?

Speaker speaker\_1: Serge.

Speaker speaker\_0: What are the last four of your Social?

Speaker speaker\_1: 0556...

Speaker speaker\_0: And the last name, please?

Speaker speaker\_1: Littlebrooks.

Speaker speaker\_0: Okay, here we go. For security purposes, can you verify your mailing address and your date of birth?

Speaker speaker\_1: 6319 4th Hollow Drive, Florida 27702.

Speaker speaker\_0: Uh, best contact 770-375-5085 with the email of first and last name of five at gmail.com?

Speaker speaker\_1: Yeah.

Speaker speaker\_0: And for the purpose of the line being recorded, you stated today you want to be opted out of auto enrollment and decline any coverage with Serge. Correct?

Speaker speaker\_1: Right.

Speaker speaker\_0: Okay. So I processed your declination. Now, you do have roughly three to two more weeks under that open enrollment period, so you're still gonna get those text messages 'cause their system can't filter out who already declined it. Just simply ignore them for now.

Speaker speaker\_1: All right.

Speaker speaker\_0: Have a great day and thank you for your time today.