

Transcript: Francesca

Baez-6237677179944960-6749301535981568

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Good afternoon, my name is Francesca, I'm with Excellent Card. I am calling on behalf of Mr. Capiello Lobo from OnTrack Staffing. From where? OnTrack Staffing, sir. Yes, this is Rafael Capiello here. Tell me. We are calling about the health insurance form that was filled out on December 26, 2024, where you asked for coverage for you and your family for dental implants and vision, but you did not put your husband's or children's information. Oh, I thought it was for work because I applied there for work. If they gave me the job, I was going to be insured. Then you want us to decline it? We only handle insurance. No, if you want to eliminate that. Understood. I will process the decline for now.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Good afternoon, my name is Francesca, I'm with Excellent Card. I am calling on behalf of Mr. Capiello Lobo from OnTrack Staffing.

Speaker speaker_2: From where?

Speaker speaker_1: OnTrack Staffing, sir.

Speaker speaker_2: Yes, this is Rafael Capiello here. Tell me.

Speaker speaker_1: We are calling about the health insurance form that was filled out on December 26, 2024, where you asked for coverage for you and your family for dental implants and vision, but you did not put your husband's or children's information.

Speaker speaker_2: Oh, I thought it was for work because I applied there for work. If they gave me the job, I was going to be insured.

Speaker speaker_1: Then you want us to decline it? We only handle insurance.

Speaker speaker_2: No, if you want to eliminate that.

Speaker speaker_1: Understood. I will process the decline for now.