

## **Transcript: Franchesca**

**Baez-6326749501243392-5228766881824768**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes... and pur- Hello? My name is Francesca. I've been putting in a card looking to speak with Mr. Dunbar on behalf of Hospitality Staffing Solutions. Yes. You've got, you've got my name. You there? Yes, sir. We were giving you a call regarding the insurance form you filled out April 22nd. We're calling to confirm that you're declining the HSS insurance for the moment. Okay. Since it looks like you selected a couple of plans but also no coverage. Well, so you, you would do that? Yes, sir. The reason for my call is because we're processing the enrollment form for Hospitality Staffing Solutions insurance that you had filled out on April 22nd. It shows that you selected a couple of plans but also no coverage so we're calling to confirm that at the moment you're declining their insurance. Okay. Is it correct, sir? You did want to decline it? What do y'all decline? What the hell do you mean? So it means that at the moment, there wouldn't be any pending enrollment for when you start working with them. It doesn't mean that you can't enroll later on, it just means that for the moment there isn't any enrollment placed in there and that you declined it. However, once you start working with them and get that first paycheck you're gonna have 30 days to enroll into the insurance if you want at that time. Oh. So if I turn it off..... my kid's going to be okay? One more time, I'm sorry? So if they... First of all, I need the new year. I wanted for my kid to be okay. If you don't enroll now, there wouldn't be anything happening. The only difference will be that if we were to process an enrollment before you get an assignment with them, once you start working, the system will just process it through when you start receiving paychecks. Whereas if we do not process anything at the moment and decline it, that would just mean that there won't be anything being enrolled into unless you called in and request this. Okay. So if you do that for me every day of my... If you could do that for me, my, everything would be okay. I'm so sorry, sir. The line is very muffled. It's very hard for me to figure out what you're saying. And I have my body all the way up, I'm sorry. Yeah. So if you, if you were to turn that on, is my kid going to be okay? Yes, sir. 'Cause once again all you're doing right now is stating that the form that you filled out was a mistake for the selections and that you don't want the insurance. This is not going to affect your paycheck in any way if you decline it. Well, if you, well, if you can, if you can definitely, if you can fix it. 'Cause I'm on a train right now. You can fix it for me. I, I probably selected the wrong thing by accident. But if you could fix it for me, 'cause I don't want to pay the money..... I'm sorry? I said, if you can fix it for me because I'm on the train. I said I probably, yeah, even misselect it. So if you could fix that for me? So you want to decline it, you don't want the insurance right now? So if I don't get insurance right now, then my kid, I'm still going to be paying for him, right? Mr. Dunbar, if you decline insurance, it just means that you did not want it at the time of this call. It's not going to affect your paycheck because if you don't select insurance, then you don't have a deduction. Okay. I can, I, I can always get

insurance. They, they told me to work on Monday the 12th. That's how long, that's how long I'm gonna do it. That's not all I got. I'm just working. I don't need the insurance. As long as I'm getting paid from the job I'm about to start working, I'm okay. Okay, we're just an account administrator. We're not with the staffing company. We only handle their insurance. Okay. Okay, I'll decline it for you. So let's- Have a great day. Hmm?

## Conversation Format

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

Speaker speaker\_1: Hello?

Speaker speaker\_2: My name is Francesca. I've been putting in a card looking to speak with Mr. Dunbar on behalf of Hospitality Staffing Solutions.

Speaker speaker\_1: Yes. You've got, you've got my name. You there?

Speaker speaker\_2: Yes, sir. We were giving you a call regarding the insurance form you filled out April 22nd. We're calling to confirm that you're declining the HSS insurance for the moment.

Speaker speaker\_1: Okay.

Speaker speaker\_2: Since it looks like you selected a couple of plans but also no coverage.

Speaker speaker\_1: Well, so you, you would do that?

Speaker speaker\_2: Yes, sir. The reason for my call is because we're processing the enrollment form for Hospitality Staffing Solutions insurance that you had filled out on April 22nd. It shows that you selected a couple of plans but also no coverage so we're calling to confirm that at the moment you're declining their insurance.

Speaker speaker\_1: Okay.

Speaker speaker\_2: Is it correct, sir? You did want to decline it?

Speaker speaker\_1: What do y'all decline? What the hell do you mean?

Speaker speaker\_2: So it means that at the moment, there wouldn't be any pending enrollment for when you start working with them. It doesn't mean that you can't enroll later on, it just means that for the moment there isn't any enrollment placed in there and that you declined it. However, once you start working with them and get that first paycheck you're gonna have 30 days to enroll into the insurance if you want at that time.

Speaker speaker\_1: Oh. So if I turn it off..... my kid's going to be okay?

Speaker speaker\_2: One more time, I'm sorry?

Speaker speaker\_1: So if they... First of all, I need the new year. I wanted for my kid to be okay.

Speaker speaker\_2: If you don't enroll now, there wouldn't be anything happening. The only difference will be that if we were to process an enrollment before you get an assignment with them, once you start working, the system will just process it through when you start receiving paychecks. Whereas if we do not process anything at the moment and decline it, that would just mean that there won't be anything being enrolled into unless you called in and request this.

Speaker speaker\_1: Okay. So if you do that for me every day of my... If you could do that for me, my, everything would be okay.

Speaker speaker\_2: I'm so sorry, sir. The line is very muffled. It's very hard for me to figure out what you're saying. And I have my body all the way up, I'm sorry.

Speaker speaker\_1: Yeah. So if you, if you were to turn that on, is my kid going to be okay?

Speaker speaker\_2: Yes, sir. 'Cause once again all you're doing right now is stating that the form that you filled out was a mistake for the selections and that you don't want the insurance. This is not going to affect your paycheck in any way if you decline it.

Speaker speaker\_1: Well, if you, well, if you can, if you can definitely, if you can fix it. 'Cause I'm on a train right now. You can fix it for me. I, I probably selected the wrong thing by accident. But if you could fix it for me, 'cause I don't want to pay the money.....

Speaker speaker\_2: I'm sorry?

Speaker speaker\_1: I said, if you can fix it for me because I'm on the train. I said I probably, yeah, even misselect it. So if you could fix that for me?

Speaker speaker\_2: So you want to decline it, you don't want the insurance right now?

Speaker speaker\_1: So if I don't get insurance right now, then my kid, I'm still going to be paying for him, right?

Speaker speaker\_2: Mr. Dunbar, if you decline insurance, it just means that you did not want it at the time of this call. It's not going to affect your paycheck because if you don't select insurance, then you don't have a deduction.

Speaker speaker\_1: Okay. I can, I, I can always get insurance. They, they told me to work on Monday the 12th. That's how long, that's how long I'm gonna do it. That's not all I got. I'm just working. I don't need the insurance. As long as I'm getting paid from the job I'm about to start working, I'm okay.

Speaker speaker\_2: Okay, we're just an account administrator. We're not with the staffing company. We only handle their insurance.

Speaker speaker\_1: Okay.

Speaker speaker\_2: Okay, I'll decline it for you.

Speaker speaker\_1: So let's-

Speaker speaker\_2: Have a great day. Hmm?