Transcript: Franchesca Baez-6349667946151936-6660617874128896

Full Transcript

Hello? This call may be monitored or recorded for quality assurance purposes. Good afternoon. My name is Francesca with Benefits in the Car, calling to speak with Mr. Rone, R-O-N-E, sorry if I mispronounced it, on behalf of WorkSource. Uh, yes, ma'am. This is him. Good afternoon, sir. I was calling you back in regards to your reply to the text message you re- received today at 1:00 PM asking what payment it was for. Oh, yeah. Yes, ma'am. Yes, sir. So the automated system sent that out since this week we didn't receive payment for your health insurance coverage. So the policy's currently inactive for this week. That's all I was letting you know. Oh, okay. Okay. Okay. Yes, sir. Yeah, I was confused. I'm sorry about that. No, it's okay. That's what we're here for. Did you have any other questions before I let you go? Uh, no. That, that'll be it. That's fine. All right. I hope you have a wonderful rest of your day. Thank you for taking my call today. Thank you. You too. Bye-bye. Bye-bye.

Conversation Format

Speaker speaker_0: Hello?

Speaker speaker_1: This call may be monitored or recorded for quality assurance purposes.

Speaker speaker_2: Good afternoon. My name is Francesca with Benefits in the Car, calling to speak with Mr. Rone, R-O-N-E, sorry if I mispronounced it, on behalf of WorkSource.

Speaker speaker_0: Uh, yes, ma'am. This is him.

Speaker speaker_2: Good afternoon, sir. I was calling you back in regards to your reply to the text message you re- received today at 1:00 PM asking what payment it was for.

Speaker speaker_0: Oh, yeah. Yes, ma'am.

Speaker speaker_2: Yes, sir. So the automated system sent that out since this week we didn't receive payment for your health insurance coverage. So the policy's currently inactive for this week. That's all I was letting you know.

Speaker speaker_0: Oh, okay. Okay. Okay.

Speaker speaker_2: Yes, sir.

Speaker speaker_0: Yeah, I was confused. I'm sorry about that.

Speaker speaker_2: No, it's okay. That's what we're here for. Did you have any other questions before I let you go?

Speaker speaker_0: Uh, no. That, that'll be it. That's fine.

Speaker speaker_2: All right. I hope you have a wonderful rest of your day. Thank you for taking my call today.

Speaker speaker_0: Thank you. You too. Bye-bye.

Speaker speaker_2: Bye-bye.