

Transcript: Francesca

Baez-6603937240006656-6692227238543360

Full Transcript

Hello. Your call may be monitored or recorded for quality assurance purposes. And you are sorted. Please leave your message after the tone. After you have finished your message, just hang up, or to hear more options, please press one. Good morning, Mr. . My name is Francesca with Benefits in a Car. I'm giving you a call on behalf of your staffing company, Merit Staff. We're calling in regards to the text message that you replied last week, in regards to there being a lapse in your coverage when you requested to know what the payment was for you, uh, that I understand the message. That we're advising you into the medical health insurance that you have with Merit Staff. Last week, from November 25th to December 1st, we did not receive a payment for that week. So the system was advising you that during that whole week you did not have active benefit due to your payment of the 17.62 not being sent to us. If you have any further questions in regards to this, feel free to give us a call back at 800-497-4856. We're open 8:00 AM to 8:00 PM Monday through Fridays Eastern Time. Hope you have a wonderful rest of your day.

Conversation Format

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

Speaker speaker_1: And you are sorted.

Speaker speaker_0: Please leave your message after the tone. After you have finished your message, just hang up, or to hear more options, please press one.

Speaker speaker_2: Good morning, Mr. . My name is Francesca with Benefits in a Car. I'm giving you a call on behalf of your staffing company, Merit Staff. We're calling in regards to the text message that you replied last week, in regards to there being a lapse in your coverage when you requested to know what the payment was for you, uh, that I understand the message. That we're advising you into the medical health insurance that you have with Merit Staff. Last week, from November 25th to December 1st, we did not receive a payment for that week. So the system was advising you that during that whole week you did not have active benefit due to your payment of the 17.62 not being sent to us. If you have any further questions in regards to this, feel free to give us a call back at 800-497-4856. We're open 8:00 AM to 8:00 PM Monday through Fridays Eastern Time. Hope you have a wonderful rest of your day.