## Transcript: Franchesca Baez-6735926902571008-5935749967036416

## **Full Transcript**

Your call has been forwarded to voicemail. Your call may be monitored or recorded for quality assurance purposes. The person you're trying to reach is not available. At the tone, please record your message. When you have finished recording, you may hang up. Good afternoon, Mr. Lapham. My name is Francesca ... ... giving you a call on behalf of Mega Force Staffing regarding the text message you received today to which you replied, "Can you check to make sure I have declined coverage?" Yes, sir, you effectively did. You filled out the form on March 10, 2025, stating that you were declining coverage. So you have already been declined. However, the system is the one sending you that text notification. It does not have a way to filter who already decline or cancel, so you're still on that list. They're still going to send those reminders, but you can ignore them 'cause you did already decline. It was processed March 13, 2025. Have a great day.

## **Conversation Format**

Speaker speaker\_0: Your call has been forwarded to voicemail. Your call may be monitored or recorded for quality assurance purposes. The person you're trying to reach is not available. At the tone, please record your message. When you have finished recording, you may hang up.

Speaker speaker\_1: Good afternoon, Mr. Lapham. My name is Francesca ... ... giving you a call on behalf of Mega Force Staffing regarding the text message you received today to which you replied, "Can you check to make sure I have declined coverage?" Yes, sir, you effectively did. You filled out the form on March 10, 2025, stating that you were declining coverage. So you have already been declined. However, the system is the one sending you that text notification. It does not have a way to filter who already decline or cancel, so you're still on that list. They're still going to send those reminders, but you can ignore them 'cause you did already decline. It was processed March 13, 2025. Have a great day.