

## **Transcript: Chris Sofield (deactivated)-4979550562861056-5971346357010432**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Medical . How can I help you today? Hello, um, I received a call from you guys, but I wasn't able to answer. Okay. Was there any sort of voice message left or anything? Um... yeah. I think it was like Morales Group or something like that. Okay. So we're a plan administrator for health insurance benefits for, uh, Morales Group. Um, so it, it may have just been an automated, uh, an automated message advising that open enrollment's going on, just a reminder for that- Oh, okay. Okay. ... if you wanted to enroll in any health insurance benefits. Oh, okay. Okay, thank you. You're welcome. Have a good day.

### **Conversation Format**

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

Speaker speaker\_1: Thank you for calling Medical . How can I help you today?

Speaker speaker\_2: Hello, um, I received a call from you guys, but I wasn't able to answer.

Speaker speaker\_1: Okay. Was there any sort of voice message left or anything?

Speaker speaker\_2: Um... yeah. I think it was like Morales Group or something like that.

Speaker speaker\_1: Okay. So we're a plan administrator for health insurance benefits for, uh, Morales Group. Um, so it, it may have just been an automated, uh, an automated message advising that open enrollment's going on, just a reminder for that-

Speaker speaker\_2: Oh, okay. Okay.

Speaker speaker\_1: ... if you wanted to enroll in any health insurance benefits.

Speaker speaker\_2: Oh, okay. Okay, thank you.

Speaker speaker\_1: You're welcome. Have a good day.