

## **Transcript: Estefania**

**Acevedo-4551493409882112-4583161847922688**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Hey, good afternoon. I'm calling from Benefits Direct Card on behalf of hospitality staffing solution. I'm looking at your- Hi. This is my- Hey, good afternoon. I'm calling because we're currently processing the enrollment forms for the healthcare benefits that they offer. Um, and it looks like you selected some plans, but you also selected not to participate. So, I was actually calling to see if you- if indeed you did want to enroll into their benefits or if you wanted to decline the coverage? Decline the coverage. Okay. All right, your coverage has been declined. Thank you for your time. Okay. Hope you have a great day. You too. Thank you. Thank you. Bye.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes. Hey, good afternoon. I'm calling from Benefits Direct Card on behalf of hospitality staffing solution. I'm looking at your-

Speaker speaker\_1: Hi. This is my-

Speaker speaker\_0: Hey, good afternoon. I'm calling because we're currently processing the enrollment forms for the healthcare benefits that they offer. Um, and it looks like you selected some plans, but you also selected not to participate. So, I was actually calling to see if you- if indeed you did want to enroll into their benefits or if you wanted to decline the coverage?

Speaker speaker\_1: Decline the coverage.

Speaker speaker\_0: Okay. All right, your coverage has been declined. Thank you for your time.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Hope you have a great day.

Speaker speaker\_1: You too. Thank you.

Speaker speaker\_0: Thank you.

Speaker speaker\_1: Bye.