

Transcript: Estefania

Acevedo-5578566978813952-6428238077280256

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hey, good afternoon. I'm calling from Benefits Center Card on behalf of BGSS. I'm looking to speak with Mr. James. Yes. This is him. Okay, good afternoon. We're currently processing enrollment forms and you selected to decline, um, any coverage, but you also selected a plan which is a virtual primary care for \$5.99 from your paycheck. So I was actually calling to confirm if you wanted to decline the coverage or if you did wanna enroll into the benefit. No, I wanted to decline the coverage. Okay. All right, thank you. You have been declined. All right, thank you. Have a nice day. You too. Hello?

Conversation Format

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

Speaker speaker_1: Hey, good afternoon. I'm calling from Benefits Center Card on behalf of BGSS. I'm looking to speak with Mr. James.

Speaker speaker_2: Yes. This is him.

Speaker speaker_1: Okay, good afternoon. We're currently processing enrollment forms and you selected to decline, um, any coverage, but you also selected a plan which is a virtual primary care for \$5.99 from your paycheck. So I was actually calling to confirm if you wanted to decline the coverage or if you did wanna enroll into the benefit.

Speaker speaker_2: No, I wanted to decline the coverage.

Speaker speaker_1: Okay. All right, thank you. You have been declined.

Speaker speaker_2: All right, thank you.

Speaker speaker_1: Have a nice day.

Speaker speaker_2: You too.

Speaker speaker_3: Hello?