

## **Transcript: Estefania**

**Acevedo-5911399559774208-6493210123878400**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Hey, good afternoon. I'm calling from Benefits in a Card on behalf of BGSF. I'm looking to speak with Mr. Milton Ramirez. Who am I talking to? Um, hey, I'm calling from Benefits in a Card on behalf of BGSF. We're currently processing an enrollment form that you filled out on March 28th for the healthcare benefits that BGSF offers. It looks like you selected to be enrolled into one of the plans, but you also selected not to participate in any coverage. Um, so due to this, we're contacting you to see if you did wanna enroll or if you wanted to decline. Decline. Okay. That's all I needed to know. Thank you, sir. I hope you have a great day. Thank you. You too, miss.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes. Hey, good afternoon. I'm calling from Benefits in a Card on behalf of BGSF. I'm looking to speak with Mr. Milton Ramirez.

Speaker speaker\_1: Who am I talking to?

Speaker speaker\_0: Um, hey, I'm calling from Benefits in a Card on behalf of BGSF. We're currently processing an enrollment form that you filled out on March 28th for the healthcare benefits that BGSF offers. It looks like you selected to be enrolled into one of the plans, but you also selected not to participate in any coverage. Um, so due to this, we're contacting you to see if you did wanna enroll or if you wanted to decline.

Speaker speaker\_1: Decline.

Speaker speaker\_0: Okay. That's all I needed to know. Thank you, sir. I hope you have a great day.

Speaker speaker\_1: Thank you. You too, miss.