## Transcript: Estefania Acevedo-6479799162552320-5514312685502464

## **Full Transcript**

Your call has been forwarded to voicemail. Your call has been 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. Hey, good afternoon. I'm calling from Benefits in a Card on behalf of Nor Staffing Group. We're currently calling you because you filled out a enrollment form on the 28th of February suggesting to make changes to your healthcare insurance, but you also... Just give me one second here. But you also selected the cancel coverage, so we were actually calling to see if you indeed want to make changes to your plans or if you wanted to cancel. If you could please reach back out at 800-497-4856. We're open from 8:00 AM up until 8:00 PM Eastern Time. Again, we're calling regarding the enrollment form you filled out on February 28th, and we just need to know if you want to make changes or cancel your plan. Thank you. Have a nice day.

## **Conversation Format**

Speaker speaker\_0: Your call has been forwarded to voicemail.

Speaker speaker\_1: Your call has been monitored or recorded for quality assurance purposes.

Speaker speaker\_0: 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\_2: Hey, good afternoon. I'm calling from Benefits in a Card on behalf of Nor Staffing Group. We're currently calling you because you filled out a enrollment form on the 28th of February suggesting to make changes to your healthcare insurance, but you also... Just give me one second here. But you also selected the cancel coverage, so we were actually calling to see if you indeed want to make changes to your plans or if you wanted to cancel. If you could please reach back out at 800-497-4856. We're open from 8:00 AM up until 8:00 PM Eastern Time. Again, we're calling regarding the enrollment form you filled out on February 28th, and we just need to know if you want to make changes or cancel your plan. Thank you. Have a nice day.