

## **Transcript: Estefania**

**Acevedo-6745539506290688-5464772591435776**

### **Full Transcript**

Your call has been forwarded to voice mail. Your call may be 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. Good afternoon. I'm calling from Benefits in a Card on behalf of Virtual Integration Personnel. Um, we're currently processing enrollment forms and you recently selected to participate in the NEC TeleRx, but you also declined coverage. So we were just calling to see if you indeed wanted to actually keep your coverage, because you actually already have the NEC TeleRx under coverage. Um, so I was actually wondering if you wanted to go ahead and cancel that or if you wanted to keep it how it is. Um, if you could give us a call at 800-497-4856, we're open from 8:00 AM Eastern Time up until 8:00 PM Eastern Time. Thank you. Have a nice day.

### **Conversation Format**

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

Speaker speaker\_1: Your call may be 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: Good afternoon. I'm calling from Benefits in a Card on behalf of Virtual Integration Personnel. Um, we're currently processing enrollment forms and you recently selected to participate in the NEC TeleRx, but you also declined coverage. So we were just calling to see if you indeed wanted to actually keep your coverage, because you actually already have the NEC TeleRx under coverage. Um, so I was actually wondering if you wanted to go ahead and cancel that or if you wanted to keep it how it is. Um, if you could give us a call at 800-497-4856, we're open from 8:00 AM Eastern Time up until 8:00 PM Eastern Time. Thank you. Have a nice day.