

## **Transcript: Justin**

**Mills-4867130548240384-6571115873255424**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and Accords. This is Justin. How can I help you today? Oh, hi. Um, uh, my name is Nancy Calais, and I recently received a message, a text message that you called you was for... uh, for the benefits. They said we'll, we'd be, uh, opted into the benefit within 30 days. Call, um, call up this number. Yeah. So the text message you received was just congratulating you on your job with Crown Services and letting you know- Uh-huh. ... that you would be automatically enrolled into one of their medical plans that was offered through them. So you have the option to either accept it or the option to opt out of it. It's for health insurance. Okay. Ah, okay. Okay. Okay. Is there anything else I could help you out with today? No, no. Thank you. I wanted to know what's going on. Thank you. You're welcome. You have a great day, okay? You too. Your doctor said that- Oh, no, I'm not.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Thank you for calling Benefits and Accords. This is Justin. How can I help you today?

Speaker speaker\_2: Oh, hi. Um, uh, my name is Nancy Calais, and I recently received a message, a text message that you called you was for... uh, for the benefits. They said we'll, we'd be, uh, opted into the benefit within 30 days. Call, um, call up this number.

Speaker speaker\_1: Yeah. So the text message you received was just congratulating you on your job with Crown Services and letting you know-

Speaker speaker\_2: Uh-huh.

Speaker speaker\_1: ... that you would be automatically enrolled into one of their medical plans that was offered through them. So you have the option to either accept it or the option to opt out of it. It's for health insurance.

Speaker speaker\_2: Okay. Ah, okay. Okay. Okay.

Speaker speaker\_1: Is there anything else I could help you out with today?

Speaker speaker\_2: No, no. Thank you. I wanted to know what's going on. Thank you.

Speaker speaker\_1: You're welcome. You have a great day, okay?

Speaker speaker\_2: You too.

Speaker speaker\_3: Your doctor said that-

Speaker speaker\_2: Oh, no, I'm not.