

## **Transcript: Malcolm**

**Nash-5356071745437696-6003664850731008**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Hey, is this Ms. Corona? Yes. Hey, this is Malcolm with Benefits in a Card calling in regards to your enrollment form with BG Staffing Group. Yeah. So it looks like you selected you wanted coverage but then you also selected did not participate. So we're just calling to verify if you wanted to get enrolled into the coverage or not. Um, yes. You do want to get enrolled into the coverage? Yeah. All right. So you only selected the virtual primary care. Is that the only thing that you're interested in? Uh, yeah. Okay. Well, that's all I needed from you, Mr. Vermin-- Mr. Corona. Okay, thank you. No problem. You have a great day, mate.

### **Conversation Format**

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

Speaker speaker\_1: Hey, is this Ms. Corona?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Hey, this is Malcolm with Benefits in a Card calling in regards to your enrollment form with BG Staffing Group.

Speaker speaker\_2: Yeah.

Speaker speaker\_1: So it looks like you selected you wanted coverage but then you also selected did not participate. So we're just calling to verify if you wanted to get enrolled into the coverage or not.

Speaker speaker\_2: Um, yes.

Speaker speaker\_1: You do want to get enrolled into the coverage?

Speaker speaker\_2: Yeah.

Speaker speaker\_1: All right. So you only selected the virtual primary care. Is that the only thing that you're interested in?

Speaker speaker\_2: Uh, yeah.

Speaker speaker\_1: Okay. Well, that's all I needed from you, Mr. Vermin-- Mr. Corona.

Speaker speaker\_2: Okay, thank you.

Speaker speaker\_1: No problem. You have a great day, mate.