

## **Transcript: VICTORIA**

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### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Hi, is this Brayden? Hello. Hey, is this Brayden? Yes, ma'am. Hey, this is Victoria. I'm with, uh, Benefits on a Card. We administer the, uh, medical insurance through BTS. Uh, how you doing? Good. Um, so I'm just calling because we received a enrollment, uh, form signed and dated on the 6th of February. Uh, we're unsure if you're wanting to enroll or not, 'cause it looks like you selected to enroll, but you also selected to decline. Yeah. Uh, I'm se- and you, uh, I didn't want to enroll. It's okay. Thank you. Okay. So you're just wanting to decline? Yes, ma'am. Okay. All righty. That's all I needed to verify. All righty. Thank you. You're welcome. Have a good day. You too. Thank you. Bye-bye.

### **Conversation Format**

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

Speaker speaker\_1: Hi, is this Brayden?

Speaker speaker\_2: Hello.

Speaker speaker\_1: Hey, is this Brayden?

Speaker speaker\_2: Yes, ma'am.

Speaker speaker\_1: Hey, this is Victoria. I'm with, uh, Benefits on a Card. We administer the, uh, medical insurance through BTS.

Speaker speaker\_2: Uh, how you doing?

Speaker speaker\_1: Good. Um, so I'm just calling because we received a enrollment, uh, form signed and dated on the 6th of February. Uh, we're unsure if you're wanting to enroll or not, 'cause it looks like you selected to enroll, but you also selected to decline.

Speaker speaker\_2: Yeah. Uh, I'm se- and you, uh, I didn't want to enroll. It's okay. Thank you.

Speaker speaker\_1: Okay. So you're just wanting to decline?

Speaker speaker\_2: Yes, ma'am.

Speaker speaker\_1: Okay. All righty. That's all I needed to verify.

Speaker speaker\_2: All righty. Thank you.

Speaker speaker\_1: You're welcome. Have a good day.

Speaker speaker\_2: You too.

Speaker speaker\_1: Thank you. Bye-bye.