

## **Transcript: VICTORIA**

**Taylor-6050050180694016-4943669121826816**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Hello? Hey, is this, uh, Gregory Douglas? Yes, speaking. What can I do for you? Hey, this is Victoria. I'm with Benefits and a Card. Uh, we administer the medical insurance for BGS. Hi. Um, so I'm just calling because I got a enrollment form that you signed and dated on the 6th of February. Um, it looks like on the form you selected the virtual primary care benefit, but you also selected to decline. So I'm just calling to verify what you were wanting to do. Uh, for now decline, 'cause I'm not working for BG right now. Okay. All righty. That's all I needed to verify. I hope you have a wonderful day. All right. Thank you. Thank you. Bye-bye. Bye now.

### **Conversation Format**

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

Speaker speaker\_1: Hello?

Speaker speaker\_2: Hey, is this, uh, Gregory Douglas?

Speaker speaker\_1: Yes, speaking. What can I do for you?

Speaker speaker\_2: Hey, this is Victoria. I'm with Benefits and a Card. Uh, we administer the medical insurance for BGS.

Speaker speaker\_1: Hi.

Speaker speaker\_2: Um, so I'm just calling because I got a enrollment form that you signed and dated on the 6th of February. Um, it looks like on the form you selected the virtual primary care benefit, but you also selected to decline. So I'm just calling to verify what you were wanting to do.

Speaker speaker\_1: Uh, for now decline, 'cause I'm not working for BG right now.

Speaker speaker\_2: Okay. All righty. That's all I needed to verify. I hope you have a wonderful day.

Speaker speaker\_1: All right. Thank you.

Speaker speaker\_2: Thank you. Bye-bye.

Speaker speaker\_1: Bye now.