

## **Transcript: VICTORIA**

**Taylor-6091825753309184-4519338200481792**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Hey, is this- Hey, don't do this to me. Hello? Hi. Is this Ms. Johnson? Yeah. Who is this? This is Victoria with Benefits on a Card. We administer, uh, medical insurance for Hospitality Staffing Solutions. Uh-huh. Um, so I'm looking at a enrollment form that you signed and dated on the 20th of November. Uh-huh. It looks like you requested a few plans to enroll into, but you also selected to- Oh, no, I don't... I, I, I put that they had... the way they had it on my phone, I was doing it on my phone and I don't want, I don't want it. I don't want it at all. I just... I thought I was putting no, but it's so small even when you zoom in and they got the words like bunched up, so I, um, I just probably pushed the wrong one 'cause I don't want any benefits from you guys. Okay. Yeah. I was just gonna say, it looks like you selected plans, but you also said to not participate. So I will go ahead and decline it for you. All right. Appreciate you. Thank you, ma'am. Thank you. Have a good day.

### **Conversation Format**

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

Speaker speaker\_1: Hey, is this-

Speaker speaker\_2: Hey, don't do this to me. Hello?

Speaker speaker\_0: Hi. Is this Ms. Johnson?

Speaker speaker\_2: Yeah. Who is this?

Speaker speaker\_0: This is Victoria with Benefits on a Card. We administer, uh, medical insurance for Hospitality Staffing Solutions.

Speaker speaker\_2: Uh-huh.

Speaker speaker\_0: Um, so I'm looking at a enrollment form that you signed and dated on the 20th of November.

Speaker speaker\_2: Uh-huh.

Speaker speaker\_0: It looks like you requested a few plans to enroll into, but you also selected to-

Speaker speaker\_2: Oh, no, I don't... I, I, I put that they had... the way they had it on my phone, I was doing it on my phone and I don't want, I don't want it. I don't want it at all. I just... I thought I was putting no, but it's so small even when you zoom in and they got the words like bunched up, so I, um, I just probably pushed the wrong one 'cause I don't want any benefits from you guys.

Speaker speaker\_0: Okay. Yeah. I was just gonna say, it looks like you selected plans, but you also said to not participate. So I will go ahead and decline it for you.

Speaker speaker\_2: All right. Appreciate you. Thank you, ma'am.

Speaker speaker\_0: Thank you. Have a good day.