

## **Transcript: VICTORIA**

**Taylor-6564838425706496-5771412629307392**

### **Full Transcript**

Don't worry- Your call may be monitored or recorded for quality assurance purposes. Your call for quality assurance purposes. How can I help you? Hello. Hello. Hi. Yes. This is Violet Torres. I got a, uh, a message regarding the health insurance enrollment. Okay. Uh, I will not enroll for that one because I have Medicare. Okay. So you're not interested in enrolling? Yes, I'm not. Uh- Okay. What's the name of the agency that you work for? ATC West. ATC? Uh-huh. Okay. So the message is just letting you know that benefits are being offered and to call us if you're interested. If you're not- Oh, okay. ... interested, you don't have to do anything. Okay. Yes, ma'am. Okay. Okay, thank you. You're welcome. Bye-bye. Bye-bye.

### **Conversation Format**

Speaker speaker\_0: Don't worry-

Speaker speaker\_1: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_2: Your call for quality assurance purposes. How can I help you? Hello.

Speaker speaker\_0: Hello. Hi.

Speaker speaker\_2: Yes.

Speaker speaker\_0: This is Violet Torres. I got a, uh, a message regarding the health insurance enrollment.

Speaker speaker\_2: Okay.

Speaker speaker\_0: Uh, I will not enroll for that one because I have Medicare.

Speaker speaker\_2: Okay. So you're not interested in enrolling?

Speaker speaker\_0: Yes, I'm not. Uh-

Speaker speaker\_2: Okay. What's the name of the agency that you work for?

Speaker speaker\_0: ATC West.

Speaker speaker\_2: ATC?

Speaker speaker\_0: Uh-huh.

Speaker speaker\_2: Okay. So the message is just letting you know that benefits are being offered and to call us if you're interested. If you're not-

Speaker speaker\_0: Oh, okay.

Speaker speaker\_2: ... interested, you don't have to do anything.

Speaker speaker\_0: Okay.

Speaker speaker\_2: Yes, ma'am.

Speaker speaker\_0: Okay. Okay, thank you.

Speaker speaker\_2: You're welcome. Bye-bye.

Speaker speaker\_0: Bye-bye.