

Transcript: Estefania

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hey, good afternoon. I'm calling from Benefits in a Card on behalf of BGS. I'm looking to speak with Stevens. Uh, Steven, I'm not Steven. Um, we're currently contacting you because we're processing the enrollment forms for BGS, and you selected to decline coverage, but you also selected one of the healthcare benefits. Um, so I was actually calling just to see if you did want to decline coverage, or if you did want to enroll into that plan. I'm not sure if it was an accident. Um- What's the name? Uh, BGS. Okay, and then what name are you calling for? Is it Keaira? Is it K-e-i-a-i-r-a? Yeah, no, that's not me. That's not you? Okay, I'm sorry. Have a nice night. No, it's okay. Good luck. Bye-bye. Thank you. Bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Hey, good afternoon. I'm calling from Benefits in a Card on behalf of BGS. I'm looking to speak with Stevens.

Speaker speaker_2: Uh, Steven, I'm not Steven.

Speaker speaker_1: Um, we're currently contacting you because we're processing the enrollment forms for BGS, and you selected to decline coverage, but you also selected one of the healthcare benefits. Um, so I was actually calling just to see if you did want to decline coverage, or if you did want to enroll into that plan. I'm not sure if it was an accident. Um-

Speaker speaker_2: What's the name?

Speaker speaker_1: Uh, BGS.

Speaker speaker_2: Okay, and then what name are you calling for?

Speaker speaker_1: Is it Keaira? Is it K-e-i-a-i-r-a?

Speaker speaker_2: Yeah, no, that's not me.

Speaker speaker_1: That's not you? Okay, I'm sorry. Have a nice night.

Speaker speaker_2: No, it's okay. Good luck. Bye-bye.

Speaker speaker_1: Thank you. Bye.