

## **Transcript: Estefania**

**Acevedo-4749204276953088-5564258509438976**

### **Full Transcript**

Your call may be monitored or recorded by Quality Assurance Program. ... forwarded to a voice message system. 97-236-94454 is not available. At the tone, please record your message. When you are finished recording, you may hang up or press one for more options. Oh. Hey, good afternoon. I'm calling from Benefits in a Card on behalf of BGSS. I'm looking to speak with Mr. He- Hector. We're currently processing enrollment forms for your staff and agencies, and you selected to enroll into the Stay Healthy MEC Talent Dental and Vision for Employee Only. However, you never provided your home address. Um, so we will enroll you into these benefits. However, we do need your address. Um, so if you could please call us at 497-4856. We're open from 8:00 AM up until 8:00 PM Eastern Time. Again, you will be enrolled into these plans. However, we do need your address provided. Thank you. Have a nice day.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded by Quality Assurance Program.

Speaker speaker\_1: ... forwarded to a voice message system. 97-236-94454 is not available. At the tone, please record your message. When you are finished recording, you may hang up or press one for more options.

Speaker speaker\_2: Oh. Hey, good afternoon. I'm calling from Benefits in a Card on behalf of BGSS. I'm looking to speak with Mr. He- Hector. We're currently processing enrollment forms for your staff and agencies, and you selected to enroll into the Stay Healthy MEC Talent Dental and Vision for Employee Only. However, you never provided your home address. Um, so we will enroll you into these benefits. However, we do need your address. Um, so if you could please call us at 497-4856. We're open from 8:00 AM up until 8:00 PM Eastern Time. Again, you will be enrolled into these plans. However, we do need your address provided. Thank you. Have a nice day.