

Transcript: Estefania

Acevedo-4892773581373440-4934480398172160

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 BGFF. I'm looking to speak with Ms. Madison. This is she. Hey, good morning. I'm currently calling from Benefits in a Card. We're processing the enrollment forms, and you selected one of the healthcare benefits, but you also selected to decline the coverage. So I was actually calling to see if you, um, selected that plan on an accident. Um, yes, it was accident. Okay, thank you. I was just calling... Um, I'm gonna go ahead and decline that coverage. Thank you- Okay. ...for your time. I hope you have a great day. Okay, thank you.

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 BGFF. I'm looking to speak with Ms. Madison.

Speaker speaker_2: This is she.

Speaker speaker_1: Hey, good morning. I'm currently calling from Benefits in a Card. We're processing the enrollment forms, and you selected one of the healthcare benefits, but you also selected to decline the coverage. So I was actually calling to see if you, um, selected that plan on an accident.

Speaker speaker_2: Um, yes, it was accident.

Speaker speaker_1: Okay, thank you. I was just calling... Um, I'm gonna go ahead and decline that coverage. Thank you-

Speaker speaker_2: Okay.

Speaker speaker_1: ...for your time. I hope you have a great day.

Speaker speaker_2: Okay, thank you.