

Transcript: Estefania

Acevedo-4897270939467776-6729780409352192

Full Transcript

Hello. Your call may be monitored or recorded for quality assurance purposes. Good afternoon, I'm calling from Benefits CenterCard on behalf of TRC. Yes. I'm looking to speak with Imani Roberts. This is her. Um, so we're currently processing enrollment forms and you selected some plans to be enrolled into, but you also selected to decline coverage. So I was just following up with you- I don't want to be... I don't... Yeah, I don't wanna... I don't want to be enrolled in the benefits. Okay, I'll go ahead and opt you out. Um, due to the fact that the call is being recorded, you stated that you wanted to opt out from receiving any benefits through TRC. Is that correct? Yes, ma'am. Okay, thank you. I went ahead and- You're welcome. ... did your explanation. Have a nice day. Okay, you too.

Conversation Format

Speaker speaker_0: Hello.

Speaker speaker_1: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_2: Good afternoon, I'm calling from Benefits CenterCard on behalf of TRC.

Speaker speaker_0: Yes.

Speaker speaker_2: I'm looking to speak with Imani Roberts.

Speaker speaker_0: This is her.

Speaker speaker_2: Um, so we're currently processing enrollment forms and you selected some plans to be enrolled into, but you also selected to decline coverage. So I was just following up with you-

Speaker speaker_0: I don't want to be... I don't... Yeah, I don't wanna... I don't want to be enrolled in the benefits.

Speaker speaker_2: Okay, I'll go ahead and opt you out. Um, due to the fact that the call is being recorded, you stated that you wanted to opt out from receiving any benefits through TRC. Is that correct?

Speaker speaker_0: Yes, ma'am.

Speaker speaker_2: Okay, thank you. I went ahead and-

Speaker speaker_0: You're welcome.

Speaker speaker_2: ... did your explanation. Have a nice day.

Speaker speaker_0: Okay, you too.