

## **Transcript: Estefania**

**Acevedo-5061629514661888-5814019972972544**

### **Full Transcript**

Your call is being monitored for quality assurance purposes. Hey, good afternoon. ... some benefits at a department on behalf of Hospitality Staffing Solutions. And this is for the... Ball? Yeah, this is Jim Ball. Hey, good morning. Um, we called you because we're processing the enrollment for the healthcare benefits that they offer, and you selected one of the plans but you also said you would like to not participate? Yes. Yeah. I- And that you would like to- Right. So yeah, I did- I didn't want to participate. Just to be clear, yeah. I'm gonna go ahead and decline your... credit. Okay. Thank you. Did you have any questions? No, ma'am. Hello? Hello? Hello? Hey, do you have any other questions for me? Uh, no, ma'am. I don't. Okay. Well, thank you. Have a nice day. You too.

### **Conversation Format**

Speaker speaker\_0: Your call is being monitored for quality assurance purposes. Hey, good afternoon. ... some benefits at a department on behalf of Hospitality Staffing Solutions. And this is for the... Ball?

Speaker speaker\_1: Yeah, this is Jim Ball.

Speaker speaker\_0: Hey, good morning. Um, we called you because we're processing the enrollment for the healthcare benefits that they offer, and you selected one of the plans but you also said you would like to not participate?

Speaker speaker\_1: Yes. Yeah. I-

Speaker speaker\_0: And that you would like to-

Speaker speaker\_1: Right. So yeah, I did- I didn't want to participate. Just to be clear, yeah.

Speaker speaker\_0: I'm gonna go ahead and decline your... credit.

Speaker speaker\_1: Okay. Thank you.

Speaker speaker\_0: Did you have any questions?

Speaker speaker\_1: No, ma'am.

Speaker speaker\_0: Hello?

Speaker speaker\_1: Hello? Hello?

Speaker speaker\_0: Hey, do you have any other questions for me?

Speaker speaker\_1: Uh, no, ma'am. I don't.

Speaker speaker\_0: Okay. Well, thank you. Have a nice day.

Speaker speaker\_1: You too.