

## **Transcript: Estefania**

**Acevedo-5083260914024448-5689203490078720**

### **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 the Workforce INC. Um, I'm looking to speak with Miss Amanda Martinez. This is her. Um, we're currently processing the enrollment forms for the healthcare benefits and you didn't select any of the plans, um, but you also didn't select not to participate. So we were just calling wondering if you wanted to decline the coverage or if you did wanna enroll? No. I wanna decline it right now. Okay. That's fine. All right, ma'am. Well, thank you for your time. Your coverage has been declined. Okay. Thank you. Thank you. You have a nice day. Uh-huh. 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 the Workforce INC. Um, I'm looking to speak with Miss Amanda Martinez.

Speaker speaker\_2: This is her.

Speaker speaker\_1: Um, we're currently processing the enrollment forms for the healthcare benefits and you didn't select any of the plans, um, but you also didn't select not to participate. So we were just calling wondering if you wanted to decline the coverage or if you did wanna enroll?

Speaker speaker\_2: No. I wanna decline it right now.

Speaker speaker\_1: Okay. That's fine. All right, ma'am. Well, thank you for your time. Your coverage has been declined.

Speaker speaker\_2: Okay. Thank you.

Speaker speaker\_1: Thank you. You have a nice day.

Speaker speaker\_2: Uh-huh. Bye.