

## **Transcript: Estefania**

**Acevedo-5310943675072512-5624823668326400**

### **Full Transcript**

Your call- Hello. ... is being recorded for quality assurance purposes. Hey, good afternoon. I'm calling from Benefits and a Card on behalf of BGSM. Um, I'm looking to speak to a member that currently filled out an enrollment form for this staffing agency. Excuse me? Hey, good afternoon. I'm calling from Benefits and a Card on behalf of BGSM. Um, I'm currently looking to speak with a member that filled out a enrollment form on the 27th for some healthcare benefits. Okay. I'm not sure how to pronounce your name. Is it A-B-D-E-L K-R-I-M? Abdelkrim. Yes. Um, so I'm calling because- Abdelkrim, A-B-D-E-L. Yes, sir. Um, so I'm calling because you recently filled out an enrollment form requesting healthcare benefits. Um; however, you also selected to decline them. So I was actually wondering, did you mean to select one of those plans or did you want to decline the coverage? Basically, I have, uh, insurance with Marketplace. Oh, okay. With Embraer. So yeah. Oh, okay. I have one year with them. So maybe- Oh, okay. ... next year I'll be great to, to do insurance with you. Okay, yeah, that's fine. Okay. I'm going to decline this coverage. Um, if you do decide to enroll, um, the enrollment is in the month of August until... From August- Okay. ... to September. Okay? But I'm going to go ahead and decline the coverage. Thank you for your time. All right, thank you so much. Okay, thank you, thank you. Thank you, uh-huh. Mm-hmm. Have a good day. Thank you. You too.

### **Conversation Format**

Speaker speaker\_0: Your call-

Speaker speaker\_1: Hello.

Speaker speaker\_0: ... is being recorded for quality assurance purposes. Hey, good afternoon. I'm calling from Benefits and a Card on behalf of BGSM. Um, I'm looking to speak to a member that currently filled out an enrollment form for this staffing agency.

Speaker speaker\_1: Excuse me?

Speaker speaker\_0: Hey, good afternoon. I'm calling from Benefits and a Card on behalf of BGSM. Um, I'm currently looking to speak with a member that filled out a enrollment form on the 27th for some healthcare benefits.

Speaker speaker\_1: Okay.

Speaker speaker\_0: I'm not sure how to pronounce your name. Is it A-B-D-E-L K-R-I-M?

Speaker speaker\_1: Abdelkrim.

Speaker speaker\_0: Yes. Um, so I'm calling because-

Speaker speaker\_1: Abdelkrim, A-B-D-E-L.

Speaker speaker\_0: Yes, sir. Um, so I'm calling because you recently filled out an enrollment form requesting healthcare benefits. Um; however, you also selected to decline them. So I was actually wondering, did you mean to select one of those plans or did you want to decline the coverage?

Speaker speaker\_1: Basically, I have, uh, insurance with Marketplace.

Speaker speaker\_0: Oh, okay.

Speaker speaker\_1: With Embraer. So yeah.

Speaker speaker\_0: Oh, okay.

Speaker speaker\_1: I have one year with them. So maybe-

Speaker speaker\_0: Oh, okay.

Speaker speaker\_1: ... next year I'll be great to, to do insurance with you.

Speaker speaker\_0: Okay, yeah, that's fine.

Speaker speaker\_1: Okay.

Speaker speaker\_0: I'm going to decline this coverage. Um, if you do decide to enroll, um, the enrollment is in the month of August until... From August-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... to September. Okay? But I'm going to go ahead and decline the coverage. Thank you for your time.

Speaker speaker\_1: All right, thank you so much. Okay, thank you, thank you.

Speaker speaker\_0: Thank you, uh-huh.

Speaker speaker\_1: Mm-hmm. Have a good day.

Speaker speaker\_0: Thank you. You too.