

Transcript: Estefania

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Good afternoon. Um, I'm calling from Benefits in a Card on behalf of BGSS. I'm looking to speak with Mr. Carlos Nicolas Rojas. Yes, ma'am. Um, I'm calling because we're processing enrollment forms, and you currently not to participate in coverage, but you also selected a plan. So we were just calling, inquiring to see if you wanted to participate or not. What is happening? You keep breaking up. Um, I'm sorry, can you hear me? Yeah. Um, so I technically said that we're processing enrollment forms for BGSS, and you currently par- selected not to participate in receiving any healthcare coverage, but you also selected a plan. So I was actually following up to see if you did wanna enroll or if you wanted to decline the enrollment. I'll decline it. Decline it? Okay. Well, thank you for your time. I hope you have a great day. All right. Thanks.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes. Good afternoon. Um, I'm calling from Benefits in a Card on behalf of BGSS. I'm looking to speak with Mr. Carlos Nicolas Rojas.

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Um, I'm calling because we're processing enrollment forms, and you currently not to participate in coverage, but you also selected a plan. So we were just calling, inquiring to see if you wanted to participate or not.

Speaker speaker_1: What is happening? You keep breaking up.

Speaker speaker_0: Um, I'm sorry, can you hear me?

Speaker speaker_1: Yeah.

Speaker speaker_0: Um, so I technically said that we're processing enrollment forms for BGSS, and you currently par- selected not to participate in receiving any healthcare coverage, but you also selected a plan. So I was actually following up to see if you did wanna enroll or if you wanted to decline the enrollment.

Speaker speaker_1: I'll decline it.

Speaker speaker_0: Decline it? Okay. Well, thank you for your time. I hope you have a great day.

Speaker speaker_1: All right. Thanks.