

## **Transcript: Estefania**

**Acevedo-5590690478997504-5053535964938240**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Hey, good afternoon. I'm calling from Benefits Center Card on behalf of VGS. I'm currently looking to speak with Ms. Crystal. This is she. Um, we're currently processing the enrollment forms for VGS, and you selected one of the virtual primary care, um, that plan for employee only for \$5.99 weekly from your paycheck. But you also selected not to participate, so I was actually wondering if you accidentally, um, selected the plan or if you did wanna enroll after. Oh, no, I didn't. I just wouldn't like to continue. Okay. It wouldn't let me continue as I didn't select it. Okay, yeah, I'll go ahead and decline it for you. Thank you. I just wanted to make sure. You're welcome, have a nice day. You too, 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 Center Card on behalf of VGS. I'm currently looking to speak with Ms. Crystal.

Speaker speaker\_2: This is she.

Speaker speaker\_1: Um, we're currently processing the enrollment forms for VGS, and you selected one of the virtual primary care, um, that plan for employee only for \$5.99 weekly from your paycheck. But you also selected not to participate, so I was actually wondering if you accidentally, um, selected the plan or if you did wanna enroll after.

Speaker speaker\_2: Oh, no, I didn't. I just wouldn't like to continue.

Speaker speaker\_1: Okay.

Speaker speaker\_2: It wouldn't let me continue as I didn't select it.

Speaker speaker\_1: Okay, yeah, I'll go ahead and decline it for you.

Speaker speaker\_2: Thank you.

Speaker speaker\_1: I just wanted to make sure. You're welcome, have a nice day.

Speaker speaker\_2: You too, bye.