

## **Transcript: Estefania**

**Acevedo-5687764370767872-6592286295244800**

### **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 BGSS. I'm currently looking to speak with Eric Reyes. Yes. Is there- We're-- Hey, good morning. We're processing an enrollment form that you filled out for BTS on March 26 for the healthcare benefits that that staffing agency offers. You selected one of the plans, but you also selected to decline coverage. Um, so I, I actually wanted to see if it was an accident selecting that plan or if you indeed didn't want to enroll in the healthcare plan. Uh, no. I, I current- I currently have healthcare. Oh, okay. So I'll just leave you as declined. Thank you. That was the reason for my call. Okay. All right. Thank you. Have a nice day. You too.

### **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 BGSS. I'm currently looking to speak with Eric Reyes.

Speaker speaker\_2: Yes. Is there-

Speaker speaker\_1: We're-- Hey, good morning. We're processing an enrollment form that you filled out for BTS on March 26 for the healthcare benefits that that staffing agency offers. You selected one of the plans, but you also selected to decline coverage. Um, so I, I actually wanted to see if it was an accident selecting that plan or if you indeed didn't want to enroll in the healthcare plan.

Speaker speaker\_2: Uh, no. I, I current- I currently have healthcare.

Speaker speaker\_1: Oh, okay. So I'll just leave you as declined. Thank you. That was the reason for my call.

Speaker speaker\_2: Okay. All right. Thank you.

Speaker speaker\_1: Have a nice day.

Speaker speaker\_2: You too.