

## **Transcript: Estefania**

**Acevedo-5913394195513344-4707936315162624**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Hey, good afternoon. I'm calling from Benefits and a Card on behalf of BGSS. I'm looking to speak with Mr. Ralph. Uh, could you repeat? Hey, good morning. I'm calling from Benefits and a Card on behalf of BGSS Staffing. Um, I'm looking to speak with Mr. Ralph. This is he. Hey, good morning. Um, so we were processing enrollment forms, and we noted that you selected to decline coverage for the healthcare benefits that they offer, but you also selected one of the plans. Um, I don't know if you did that on an accident, so I was actually calling to verify with you if you actually did want to be enrolled into the virtual primary care for employee. That's \$5.99 weekly from your paycheck. Uh, no. Thank you. I didn't find it. Um, I wasn't sure if you... Okay, so you want to decline it? Yeah, I didn't want to en- Okay, gotcha. All right, thank you. That's, um, the only reason for my call. Okay, thanks. Um, but I'll go ahead and decline that for you. Have a nice day. Thanks.

### **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 and a Card on behalf of BGSS. I'm looking to speak with Mr. Ralph.

Speaker speaker\_2: Uh, could you repeat?

Speaker speaker\_1: Hey, good morning. I'm calling from Benefits and a Card on behalf of BGSS Staffing. Um, I'm looking to speak with Mr. Ralph.

Speaker speaker\_2: This is he.

Speaker speaker\_1: Hey, good morning. Um, so we were processing enrollment forms, and we noted that you selected to decline coverage for the healthcare benefits that they offer, but you also selected one of the plans. Um, I don't know if you did that on an accident, so I was actually calling to verify with you if you actually did want to be enrolled into the virtual primary care for employee. That's \$5.99 weekly from your paycheck.

Speaker speaker\_2: Uh, no. Thank you.

Speaker speaker\_1: I didn't find it. Um, I wasn't sure if you... Okay, so you want to decline it?

Speaker speaker\_2: Yeah, I didn't want to en-

Speaker speaker\_1: Okay, gotcha. All right, thank you. That's, um, the only reason for my call.

Speaker speaker\_2: Okay, thanks.

Speaker speaker\_1: Um, but I'll go ahead and decline that for you. Have a nice day.

Speaker speaker\_2: Thanks.