

## **Transcript: Estefania**

**Acevedo-5933117861576704-5237162032021504**

### **Full Transcript**

Your call has been forwarded to an automated voice message system. Your call may be monitored or recorded for quality assurance purposes. 630-605-4567 is not available. At the tone, please record your message. When you have finished recording, you may hang up or press one for more options. Hey, good afternoon. I'm calling from Benefits in a Card on behalf of Crown Services. I was just calling back to let you know that you were successfully opted out of the health care benefits. You left a voice message, so I just wanted to let you know that we went ahead and proceeded with the declination, so you won't be enrolled into anything. I just wanted to let you know. If you have any questions, we're here from Monday through Friday, 8:00 AM up until 8:00 PM Eastern Time. Thank you. Have a nice day.

### **Conversation Format**

Speaker speaker\_0: Your call has been forwarded to an automated voice message system. Your call may be monitored or recorded for quality assurance purposes. 630-605-4567 is not available. At the tone, please record your message. When you have finished recording, you may hang up or press one for more options.

Speaker speaker\_1: Hey, good afternoon. I'm calling from Benefits in a Card on behalf of Crown Services. I was just calling back to let you know that you were successfully opted out of the health care benefits. You left a voice message, so I just wanted to let you know that we went ahead and proceeded with the declination, so you won't be enrolled into anything. I just wanted to let you know. If you have any questions, we're here from Monday through Friday, 8:00 AM up until 8:00 PM Eastern Time. Thank you. Have a nice day.