

Transcript: Estefania

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hello? Good morning. I'm calling from Benefits in a Card on behalf of the resource company. I'm looking to speak with Mr. Selman? What for? Um, so we're currently processing enrollment forms for your staff and agency, and you chose to participate in their healthcare benefits but you didn't select any plans. So I was actually calling to see if you wanted to decline the coverage or if you wanted to participate. I waived the coverage, declined it. Okay, decline it. All right. Your coverage has been declined. Um, thank you for your time. I hope you have a great day. What agency is this? The resource company. Oh, okay. Yes, sir. Mm-hmm. Did you have any more questions? Um, are you, are you the, uh, recruited member too? No. So we're just the healthcare administrators for them. Okay. Thanks. Have a nice day.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Hello?

Speaker speaker_2: Good morning. I'm calling from Benefits in a Card on behalf of the resource company. I'm looking to speak with Mr. Selman?

Speaker speaker_1: What for?

Speaker speaker_2: Um, so we're currently processing enrollment forms for your staff and agency, and you chose to participate in their healthcare benefits but you didn't select any plans. So I was actually calling to see if you wanted to decline the coverage or if you wanted to participate.

Speaker speaker_1: I waived the coverage, declined it.

Speaker speaker_2: Okay, decline it. All right. Your coverage has been declined. Um, thank you for your time. I hope you have a great day.

Speaker speaker_1: What agency is this?

Speaker speaker_2: The resource company.

Speaker speaker_1: Oh, okay.

Speaker speaker_2: Yes, sir.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: Did you have any more questions?

Speaker speaker_1: Um, are you, are you the, uh, recruited member too?

Speaker speaker_2: No. So we're just the healthcare administrators for them.

Speaker speaker_1: Okay. Thanks.

Speaker speaker_2: Have a nice day.