

## **Transcript: Estefania**

**Acevedo-6452603527151616-4560388123049984**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Hey, good afternoon. We're calling from Benefit Center Card on behalf of Wagner Service Solutions. I'm currently looking to speak to Franantra? This is she. Um, hey, good afternoon. We're currently- Hey. ... processing an enrollment form that you filled out on March 3rd for Wagner Service Solutions- Uh-huh. ... regarding the healthcare benefits. Um, you selected some of the plans, but you also selected not to participate in them. So I was actually wondering if you wanted to enroll or decline? Decline. Decline? Okay. That's all I needed to know. Um, thank you for your time. Okay. You have a great day. You too. Bye-bye.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Hey, good afternoon. We're calling from Benefit Center Card on behalf of Wagner Service Solutions. I'm currently looking to speak to Franantra?

Speaker speaker\_2: This is she.

Speaker speaker\_1: Um, hey, good afternoon. We're currently-

Speaker speaker\_2: Hey.

Speaker speaker\_1: ... processing an enrollment form that you filled out on March 3rd for Wagner Service Solutions-

Speaker speaker\_2: Uh-huh.

Speaker speaker\_1: ... regarding the healthcare benefits. Um, you selected some of the plans, but you also selected not to participate in them. So I was actually wondering if you wanted to enroll or decline?

Speaker speaker\_2: Decline.

Speaker speaker\_1: Decline? Okay. That's all I needed to know. Um, thank you for your time.

Speaker speaker\_2: Okay.

Speaker speaker\_1: You have a great day.

Speaker speaker\_2: You too. Bye-bye.