

## **Transcript: Estefania**

**Acevedo-6557562717126656-5142337807761408**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Hey, good afternoon. I'm calling from Benefits General Card on behalf of the Hamilton Record Group. I'm looking to speak with Mr. Todd. This is he. Hey, good afternoon. We're currently processing the enrollment forms for the healthcare benefits and we ran across yours. Um, it was blank. Um, we weren't sure if you wanted to decline the coverage for the healthcare benefits or if you did want to enroll, and so I was just giving you that call. Because you did add a beneficiary, which was your son by the name of Lucas, but you didn't select any of the plans. You didn't select- What is it? I think I'll just pass. Hello? Sorry. No, I was, uh... I'm just declining the enrollment all together. Okay, so you want to decline it? Yes, ma'am. The insurance? Yes, sir. Yes, ma'am. But thank you though for the call. You're welcome. Have a nice 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. I'm calling from Benefits General Card on behalf of the Hamilton Record Group. I'm looking to speak with Mr. Todd.

Speaker speaker\_2: This is he.

Speaker speaker\_1: Hey, good afternoon. We're currently processing the enrollment forms for the healthcare benefits and we ran across yours. Um, it was blank. Um, we weren't sure if you wanted to decline the coverage for the healthcare benefits or if you did want to enroll, and so I was just giving you that call. Because you did add a beneficiary, which was your son by the name of Lucas, but you didn't select any of the plans. You didn't select-

Speaker speaker\_2: What is it? I think I'll just pass.

Speaker speaker\_1: Hello? Sorry.

Speaker speaker\_2: No, I was, uh... I'm just declining the enrollment all together.

Speaker speaker\_1: Okay, so you want to decline it?

Speaker speaker\_2: Yes, ma'am. The insurance?

Speaker speaker\_1: Yes, sir.

Speaker speaker\_2: Yes, ma'am. But thank you though for the call.

Speaker speaker\_1: You're welcome. Have a nice day.

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