

Transcript: VICTORIA

Taylor-6118402247278592-6199903680905216

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hi, is this Leonardo? Yes, this is Leonardo. Oh, I'm sorry about that. Uh, hey, this is Victoria with Benefits on a Card. Uh, we em- administer, uh, medical insurance for BGS, the staffing agency. Yes. Hey, so I'm looking at a enrollment form that you recently filled out. Um, we're just a little unsure if you're wanting to enroll or not. It looks like you selected to enroll into the virtual primary care- Mm-hmm. ... but you also selected to decline. No. Uh, that you can decline. Okay, perfect. That's all I needed to verify with you. Thank you so much. Thank you. Thank you. Bye-bye. That was the first question.

Conversation Format

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

Speaker speaker_1: Hi, is this Leonardo?

Speaker speaker_2: Yes, this is Leonardo.

Speaker speaker_1: Oh, I'm sorry about that. Uh, hey, this is Victoria with Benefits on a Card. Uh, we em- administer, uh, medical insurance for BGS, the staffing agency.

Speaker speaker_2: Yes.

Speaker speaker_1: Hey, so I'm looking at a enrollment form that you recently filled out. Um, we're just a little unsure if you're wanting to enroll or not. It looks like you selected to enroll into the virtual primary care-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... but you also selected to decline.

Speaker speaker_2: No. Uh, that you can decline.

Speaker speaker_1: Okay, perfect. That's all I needed to verify with you. Thank you so much.

Speaker speaker_2: Thank you. Thank you.

Speaker speaker_1: Bye-bye.

Speaker speaker_3: That was the first question.