

## **Transcript: VICTORIA**

**Taylor-6661073486168064-5127617606270976**

### **Full Transcript**

Your call will be monitored or recorded for quality assurance purposes. Hello? Hi, is this Ronald? Hey, uh, this is Victoria with Benefits and Accard. We administer, uh, medical insurance for Crown Services. Hey, um, so we sent you a text message about the auto enrollment, and I see your reply. You sent the, uh, word "yes" to it. So I just wanted to make sure, um, you understood that it was talking about medical insurance. Uh, they will automatically enroll you into one of the medical plans unless you opt out beforehand. No, not in Spanish. Are you asking to speak to someone in Spanish? Yes. Okay, give me just one second.

### **Conversation Format**

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

Speaker speaker\_1: Hello?

Speaker speaker\_2: Hi, is this Ronald? Hey, uh, this is Victoria with Benefits and Accard. We administer, uh, medical insurance for Crown Services. Hey, um, so we sent you a text message about the auto enrollment, and I see your reply. You sent the, uh, word "yes" to it. So I just wanted to make sure, um, you understood that it was talking about medical insurance. Uh, they will automatically enroll you into one of the medical plans unless you opt out beforehand.

Speaker speaker\_1: No, not in Spanish.

Speaker speaker\_2: Are you asking to speak to someone in Spanish?

Speaker speaker\_1: Yes.

Speaker speaker\_2: Okay, give me just one second.