

## **Transcript: Chris Sofield**

**(deactivated)-5125804940804096-5221738940940288**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Please leave your message for... Good afternoon. Uh, this message is for Robert Stephens. This is Chris with Benefits in a Card calling on behalf of the Hamilton Reicker Group, calling regarding a health insurance enrollment form that you filled out. Uh, the form that you filled out, you've selected, um, multiple conflicting medical policies. You've selected both levels of the VIP Medical Plan, and you're only allowed one level of that. Additionally, you've also selected that you wanted coverage for yourself and your spouse. However, while the spouse information... the, uh, dependent coverage session, we have your spouse's name, we are missing other required information to add them on, such as their, uh... such as her social and her date of birth. If you could please give us a call back with this information, we could be reached at 800-497-4856. We're open Monday through Friday, 8:00 AM to 8:00 PM Eastern. Until we hear back from you, uh, you will be enrolled into the lower level VIP plan, VIP Standard, as well as all plans being set to employee only. If you wish for the higher level VIP and to add your spouse back onto the plan, uh, you have 30 days from the date of your first check to give us a call. Thank you, and have a wonderful day.

### **Conversation Format**

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

Speaker speaker\_1: Good afternoon. Uh, this message is for Robert Stephens. This is Chris with Benefits in a Card calling on behalf of the Hamilton Reicker Group, calling regarding a health insurance enrollment form that you filled out. Uh, the form that you filled out, you've selected, um, multiple conflicting medical policies. You've selected both levels of the VIP Medical Plan, and you're only allowed one level of that. Additionally, you've also selected that you wanted coverage for yourself and your spouse. However, while the spouse information... the, uh, dependent coverage session, we have your spouse's name, we are missing other required information to add them on, such as their, uh... such as her social and her date of birth. If you could please give us a call back with this information, we could be reached at 800-497-4856. We're open Monday through Friday, 8:00 AM to 8:00 PM Eastern. Until we hear back from you, uh, you will be enrolled into the lower level VIP plan, VIP Standard, as well as all plans being set to employee only. If you wish for the higher level VIP and to add your spouse back onto the plan, uh, you have 30 days from the date of your first check to give us a call. Thank you, and have a wonderful day.