

## **Transcript: Francesca**

**Baez-6527950378156032-4768501791637504**

### **Full Transcript**

Your call has been forwarded to an automated voice messaging system. Your call is being monitored or recorded for quality assurance purposes. 843-897-4610 is not available. At the tone, please record your message. When you've finished recording, you may hang up or press one for more options. Good afternoon. My name is Francesca at Benefits in Your Cart looking to speak with Ms. Issac on behalf of Mega 4 Staffing regarding the verification you wanted about your benefits being active and having your policy information and benefit cards sent over. So when the system was able to open up for me and for me to see what was going on with your policy, we were able to see that there was an issue processing the enrollment form that we received from March 12th, 2025, which has been corrected. So your policy at the moment is not yet active. It's pending activation, so your policy will be effective May 26th, 2025. That will fall on a Monday. The benefit cards will be sent over to your home after Friday 30th. That will be when your carrier send them out. In order to get that policy information you are requesting as well as the copies of your benefit cards, you will have to call Thursday of the activation, which will be the 29th. In the event that you have any questions regarding your enrollment of the information provided in this voicemail, please give us a call back at 800-497-4856. We are open 8:00 AM to 8:00 PM Monday through Fridays Eastern Time. Thank you for your time today.

### **Conversation Format**

Speaker speaker\_0: Your call has been forwarded to an automated voice messaging system.

Speaker speaker\_1: Your call is being monitored or recorded for quality assurance purposes.

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Speaker speaker\_2: Good afternoon. My name is Francesca at Benefits in Your Cart looking to speak with Ms. Issac on behalf of Mega 4 Staffing regarding the verification you wanted about your benefits being active and having your policy information and benefit cards sent over. So when the system was able to open up for me and for me to see what was going on with your policy, we were able to see that there was an issue processing the enrollment form that we received from March 12th, 2025, which has been corrected. So your policy at the moment is not yet active. It's pending activation, so your policy will be effective May 26th, 2025. That will fall on a Monday. The benefit cards will be sent over to your home after Friday 30th. That will be when your carrier send them out. In order to get that policy information you

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