

## **Transcript: Pearl**

**Rojas-4599191580917760-4834124077416448**

### **Full Transcript**

Your call has been forwarded to voicemail. Your call is being monitored or recorded. The person you're trying to reach is not available. At the tone, please record your message. When you have finished recording, you may hang up. Good afternoon. This call is for Mr. Johnson. My name is Pearl calling from Benefits in a Card, calling on behalf of your staff in UC iMAU. We are processing health enrollment forms and on your form you chose employee plus family coverage, but you did not provide any dependent information. At this moment, your coverage will be changed to employee-only coverage. You do have 30 days from the date of your first paycheck to add your family back on providing the information we need. You can give us a call Monday to Friday, 8:00 AM to 8:00 PM Eastern Standard Time at 800-497-4856 and any agent you speak to will be able to help you with this enrollment process. Thank you and have a great day.

### **Conversation Format**

Speaker speaker\_0: Your call has been forwarded to voicemail. Your call is being monitored or recorded. The person you're trying to reach is not available. At the tone, please record your message. When you have finished recording, you may hang up.

Speaker speaker\_1: Good afternoon. This call is for Mr. Johnson. My name is Pearl calling from Benefits in a Card, calling on behalf of your staff in UC iMAU. We are processing health enrollment forms and on your form you chose employee plus family coverage, but you did not provide any dependent information. At this moment, your coverage will be changed to employee-only coverage. You do have 30 days from the date of your first paycheck to add your family back on providing the information we need. You can give us a call Monday to Friday, 8:00 AM to 8:00 PM Eastern Standard Time at 800-497-4856 and any agent you speak to will be able to help you with this enrollment process. Thank you and have a great day.