

Transcript: Pearl

Rojas-5259233875935232-6290203865464832

Full Transcript

Your call has been forwarded to an automated voice messaging system. Your call is being monitored for recorded for quality assurance purposes. 612-718-4276 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. This call is for Ms. Gonzalez. My name is Pearl calling from Benefits in a Card, calling on behalf of your staff and agency, the Hospitality Staffing Solutions. We are processing healthcare enrollment forms and on your form you chose coverage for employee plus family, but we only received child dependent information. We did not receive your spouse information, so we're just calling to confirm whether you needed coverage for just you and your child or you and your family. At the moment, your coverage will be changed to employee less child. You do have 30 days from the date of your first paycheck to add your spouse 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 an automated voice messaging system. Your call is being monitored for recorded for quality assurance purposes. 612-718-4276 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.

Speaker speaker_1: This call is for Ms. Gonzalez. My name is Pearl calling from Benefits in a Card, calling on behalf of your staff and agency, the Hospitality Staffing Solutions. We are processing healthcare enrollment forms and on your form you chose coverage for employee plus family, but we only received child dependent information. We did not receive your spouse information, so we're just calling to confirm whether you needed coverage for just you and your child or you and your family. At the moment, your coverage will be changed to employee less child. You do have 30 days from the date of your first paycheck to add your spouse 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.