

## **Transcript: Pearl**

**Rojas-5474679903141888-5925455964323840**

### **Full Transcript**

Your call may be monitored or recorded for quality assurances. Hi, this is Sylvia. Thank you so much for calling. Unfortunately, I cannot take your call right now, so at the beep, leave your name, a brief message, and a number that I can reach you back at. Have a blessed one. Bye-bye. Hi, good afternoon. This call is for Mr. Porter. My name is Pearl calling from Benefits in a Card, calling on behalf of your staffing agency, Hospitality Staffing Solutions. We are processing healthcare enrollment forms, and on your form you chose some coverage for employee plus children, but we did not receive any dependent information. You also chose two plans that can be chosen together. So, at the moment, we are just calling to see which plan you're wanting to enroll in, and if that coverage is supposed to be for you and your family or just for Shell. At the moment, you're enrolled, enrolled in employee-only coverage. You do have 30 days from the date of your first paycheck to make any changes that you need. You'll also be enrolled in a lower price plan of two. You can give us a call Monday to Friday, 8:00 AM to 3:00 PM Eastern Standard Time at 800-497-4856. And I need you to stick to, we'll be able to help you with this enrollment process. Thank you and have a great day.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurances.

Speaker speaker\_1: Hi, this is Sylvia. Thank you so much for calling. Unfortunately, I cannot take your call right now, so at the beep, leave your name, a brief message, and a number that I can reach you back at. Have a blessed one. Bye-bye.

Speaker speaker\_2: Hi, good afternoon. This call is for Mr. Porter. My name is Pearl calling from Benefits in a Card, calling on behalf of your staffing agency, Hospitality Staffing Solutions. We are processing healthcare enrollment forms, and on your form you chose some coverage for employee plus children, but we did not receive any dependent information. You also chose two plans that can be chosen together. So, at the moment, we are just calling to see which plan you're wanting to enroll in, and if that coverage is supposed to be for you and your family or just for Shell. At the moment, you're enrolled, enrolled in employee-only coverage. You do have 30 days from the date of your first paycheck to make any changes that you need. You'll also be enrolled in a lower price plan of two. You can give us a call Monday to Friday, 8:00 AM to 3:00 PM Eastern Standard Time at 800-497-4856. And I need you to stick to, we'll be able to help you with this enrollment process. Thank you and have a great day.