

## Transcript: Pearl

**Rojas-6289299252363264-4782096181805056**

### Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hi, good afternoon, Ms. Moore, please? Hello, can you hear me? Hi, my name is ... I'm calling from Benefits in a Card on behalf of your staffing agency, the Megaforce Staffing Group. Oh, yes, may I help you? Um, we are processing healthcare enrollment forms today and on your form you chose term life for employees plus child or children. But we didn't receive any dependent information. So we're just calling to see if that coverage is for you and your child or children or if for just yourself. Um, well I have coverage for my child. I'm pregnant at the moment. I don't know if I should just wait. Um- Yes, you would have to wait until the child is born and then add it, add the child on. Um, you would have to- Okay. ... ask, you would have to ask for a Qualified Elective Entropy process. Um, because you can only enroll at a certain timeframe. If it's after 30 days of receiving your first paycheck and not company open enrollment, you'll have to, um, provide documentation showing that your child is born, and then we'll be able to add that child on. But it, it, we do have to wait until the child is born. Okay. Okay, and who would you like to put a dependent, um, sorry, a beneficiary for, for that term life policy? Um, Kashena Barkstale. Um- So K-A-S-H-E-N-A? E-N-I-A. So it's K-A-S-H-E-N-I-A. And then Barkstale is B-A-R-K-S-B-A-L-E. And what's her relation to you? She's my guardian. Basically my parent, mother. All right, so the... Your weekly deductions are gonna be of \$1.96. It will take one to two weeks for the staffing agency to start those deductions. Once they do, the following Monday you're active. Um, do you have any questions? No, ma'am. Thank you so much for attending my call, your call. Wait, thank you so much for attending my call. You have a great day. You too, thank you.

### Conversation Format

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

Speaker speaker\_1: Hi, good afternoon, Ms. Moore, please?

Speaker speaker\_2: Hello, can you hear me?

Speaker speaker\_1: Hi, my name is ... I'm calling from Benefits in a Card on behalf of your staffing agency, the Megaforce Staffing Group.

Speaker speaker\_2: Oh, yes, may I help you?

Speaker speaker\_1: Um, we are processing healthcare enrollment forms today and on your form you chose term life for employees plus child or children. But we didn't receive any

dependent information. So we're just calling to see if that coverage is for you and your child or children or if for just yourself.

Speaker speaker\_2: Um, well I have coverage for my child. I'm pregnant at the moment. I don't know if I should just wait. Um-

Speaker speaker\_1: Yes, you would have to wait until the child is born and then add it, add the child on. Um, you would have to-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... ask, you would have to ask for a Qualified Elective Entropy process. Um, because you can only enroll at a certain timeframe. If it's after 30 days of receiving your first paycheck and not company open enrollment, you'll have to, um, provide documentation showing that your child is born, and then we'll be able to add that child on. But it, it, we do have to wait until the child is born.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Okay, and who would you like to put a dependent, um, sorry, a beneficiary for, for that term life policy?

Speaker speaker\_2: Um, Kashena Barkstale. Um-

Speaker speaker\_1: So K-A-S-H-E-N-A?

Speaker speaker\_2: E-N-I-A. So it's K-A-S-H-E-N-I-A. And then Barkstale is B-A-R-K-S-B-A-L-E.

Speaker speaker\_1: And what's her relation to you?

Speaker speaker\_2: She's my guardian. Basically my parent, mother.

Speaker speaker\_1: All right, so the... Your weekly deductions are gonna be of \$1.96. It will take one to two weeks for the staffing agency to start those deductions. Once they do, the following Monday you're active. Um, do you have any questions?

Speaker speaker\_2: No, ma'am.

Speaker speaker\_1: Thank you so much for attending my call, your call. Wait, thank you so much for attending my call. You have a great day.

Speaker speaker\_2: You too, thank you.