

## **Transcript: Chris Sofield (deactivated)-5769376839450624-6297075110592512**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Marissa. Go ahead and leave me a message, and I will get back to you as soon as possible. Have a great day. Good afternoon. This message is for Maritza Malone. This is Chris with Benefits on a Card calling on behalf of BGSF, calling regarding a cop- uh, your insurance enrollment form that you filled out. Um, we received this form. Looks like, uh, there are a couple of discrepancies in it. You have selected, um, plans for employee and family coverage, but we are missing any dependent information to add any family members to the policy. For family coverage, you would need any sp- uh, spouse and any children's first and last names, dates of birth and Social Security numbers. Please give us a call back with this information. We could be reached at 800-497-4856. We're open Monday through Friday, 8:00 AM to 8:00 PM Eastern. Until we hear back from you, these plans will be set for employee only. If you wish to add your family onto the policies, you have 30 days from the date of your first check to give us a call. Thank you. Have a wonderful day.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Marissa. Go ahead and leave me a message, and I will get back to you as soon as possible. Have a great day.

Speaker speaker\_1: Good afternoon. This message is for Maritza Malone. This is Chris with Benefits on a Card calling on behalf of BGSF, calling regarding a cop- uh, your insurance enrollment form that you filled out. Um, we received this form. Looks like, uh, there are a couple of discrepancies in it. You have selected, um, plans for employee and family coverage, but we are missing any dependent information to add any family members to the policy. For family coverage, you would need any sp- uh, spouse and any children's first and last names, dates of birth and Social Security numbers. Please give us a call back with this information. We could be reached at 800-497-4856. We're open Monday through Friday, 8:00 AM to 8:00 PM Eastern. Until we hear back from you, these plans will be set for employee only. If you wish to add your family onto the policies, you have 30 days from the date of your first check to give us a call. Thank you. Have a wonderful day.