

## **Transcript: Chris Sofield (deactivated)-6403816000110592-5218256514498560**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Good afternoon. This message is for Jenalia Bags. This is Chris with Benefits on a Card calling on behalf of BGSS, calling regarding a health insurance enrollment form that you filled out. Uh, you selected that you wanted life insurance for yourself and your family. However, the only dependent information you provided was a child, and family is you, spouse, and child. We are missing your spouse's information. Please give us a call back with that information. We will need their first and last name, date of birth, and Social Security number. We can 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, your life insurance will be set for employ and child instead of employ and family. If you wish to have your spouse covered, please give us a call back, uh, within thir- the first 30 days after your first paycheck. Thank you. Have a wonderful day.

### **Conversation Format**

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

Speaker speaker\_1: Good afternoon. This message is for Jenalia Bags. This is Chris with Benefits on a Card calling on behalf of BGSS, calling regarding a health insurance enrollment form that you filled out. Uh, you selected that you wanted life insurance for yourself and your family. However, the only dependent information you provided was a child, and family is you, spouse, and child. We are missing your spouse's information. Please give us a call back with that information. We will need their first and last name, date of birth, and Social Security number. We can 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, your life insurance will be set for employ and child instead of employ and family. If you wish to have your spouse covered, please give us a call back, uh, within thir- the first 30 days after your first paycheck. Thank you. Have a wonderful day.