

## **Transcript: Chris Sofield**

**(deactivated)-6705223854145536-5823659469389824**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Good afternoon. Can I speak with Jaslyn Johnson? We hang up. Hi, good afternoon. This message is for Jaslyn Johnson. This is Chris with Benefits in a Card calling on behalf of Hospitality Staffing Solutions, HSS, calling regarding a health insurance enrollment form that you filled out for them. Uh, you selected that you wanted life insurance for yourself and your family, but then you also selected the option of no coverage, you did not want any health insurance at all. Uh, we just need to verify if you are looking to enroll in any insurance from them. Um, additionally, if you did want that life insurance for yourself and your family, we are missing the dependents' information to add them onto the policy. Family coverage would be you, your spouse, and any children, so we would need your spouse and any children's first and last names, dates of birth, and Social Security numbers. Um, additionally, uh, your date of birth on the form is the same day that you signed the form, so we do not have a valid date of birth to enroll you into anything. Um, if you could, again, please get in contact with us as soon as possible to correct all of these issues and verify. Uh, our phone number is 800-497-4856. We're open Monday through Friday, 8:00 AM to 8:00 PM Eastern. Uh, we will be closed this Thursday and Friday in observance of the Thanksgiving holiday. Until we hear back from you, uh, we will be declining all coverage. If you wish to enroll into anything, you have 30 days from the date of your first check to contact us. Thank you and 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. Can I speak with Jaslyn Johnson?

Speaker speaker\_0: We hang up.

Speaker speaker\_1: Hi, good afternoon. This message is for Jaslyn Johnson. This is Chris with Benefits in a Card calling on behalf of Hospitality Staffing Solutions, HSS, calling regarding a health insurance enrollment form that you filled out for them. Uh, you selected that you wanted life insurance for yourself and your family, but then you also selected the option of no coverage, you did not want any health insurance at all. Uh, we just need to verify if you are looking to enroll in any insurance from them. Um, additionally, if you did want that life insurance for yourself and your family, we are missing the dependents' information to add them onto the policy. Family coverage would be you, your spouse, and any children, so we would need your spouse and any children's first and last names, dates of birth, and Social

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