

## **Transcript: Estefania**

**Acevedo-4599700512751616-5027309830717440**

### **Full Transcript**

Call has been forwarded to voicemail. Your call may be monitored or recorded for quality assurance purposes. The person you're trying to reach is not available. At the tone, please record your message. When you have finished recording, you may hang up. Hey, good afternoon. I'm calling from Benefits Dental Card on behalf of The Record Group Inc. I currently left you a voicemail regarding a enrollment form that you left on March 26. Um, I was actually apologizing, letting you know that at the moment since you did want coverage, we will put down that you did want to enroll into dental, vision as well as life. But since you didn't have the dependence information for your child, at the moment, you will have, um, a eligibility review to see if you are eligible for dental, life and vision for employee only. Um, so at the time, we will have that eligibility review. If you do, um, are eligible to enroll, you will be enrolled into these plans so you... since you did select them on your enrollment form. However, for the employee and child, if you aren't eligible, these plans will be changed to employee only, being dental, vision and life, all under employee only. Like I said, the main office will review to see if you are eligible. If you are, they'll go ahead and do the process enrolling you. Um, and if you're not, they won't do anything. But I just did want to let you know that if you are eligible for dental, vision and life, you will be enrolled. Um, like I said earlier, they give you 30 days from the day that you receive your first check to add your dependents information or add any new plans. Um, I just wanted to give you a call. If you have any questions, our number is 800-497-4856. Thank you. Have a nice day.

### **Conversation Format**

Speaker speaker\_0: Call has been forwarded to voicemail.

Speaker speaker\_1: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_0: The person you're trying to reach is not available. At the tone, please record your message. When you have finished recording, you may hang up.

Speaker speaker\_2: Hey, good afternoon. I'm calling from Benefits Dental Card on behalf of The Record Group Inc. I currently left you a voicemail regarding a enrollment form that you left on March 26. Um, I was actually apologizing, letting you know that at the moment since you did want coverage, we will put down that you did want to enroll into dental, vision as well as life. But since you didn't have the dependence information for your child, at the moment, you will have, um, a eligibility review to see if you are eligible for dental, life and vision for employee only. Um, so at the time, we will have that eligibility review. If you do, um, are

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