

Transcript: Estefania

Acevedo-4957253218123776-6178844828549120

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 morning. I'm calling from Benefits in a Card on behalf of the ATC Healthcare Agency. Um, I'm calling you because last week on the 27th, you called to enroll into the dental plan on Friday. And I was actually calling to apologize and let you know that you're actually not going to be eligible to enroll into the dental plan due to the fact that their company open enrollment period ended a few days before the day that you actually enrolled, which for ATC Healthcare, it... I believe it was on the 23rd. Yes, the 23rd of December. And you called in the 27th. So I was actually calling to notify you that at this moment, you will not be eligible to enroll into the benefit. You would have to enroll into the next company open enrollment, which will be in the month of December of next year. Um, again, I do apologize. We're open from 8:00 AM up until 8:00 PM. If you have any questions, our phone number is 800-497-4856. Thank you.

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 morning. I'm calling from Benefits in a Card on behalf of the ATC Healthcare Agency. Um, I'm calling you because last week on the 27th, you called to enroll into the dental plan on Friday. And I was actually calling to apologize and let you know that you're actually not going to be eligible to enroll into the dental plan due to the fact that their company open enrollment period ended a few days before the day that you actually enrolled, which for ATC Healthcare, it... I believe it was on the 23rd. Yes, the 23rd of December. And you called in the 27th. So I was actually calling to notify you that at this moment, you will not be eligible to enroll into the benefit. You would have to enroll into the next company open enrollment, which will be in the month of December of next year. Um, again, I do apologize. We're open from 8:00 AM up until 8:00 PM. If you have any questions, our phone number is 800-497-4856. Thank you.