

## **Transcript: Estefania**

**Acevedo-5204399729983488-6638810258259968**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Please leave your message for two one three two nine eight two six four four. Hey, good afternoon. Calling from Benefits in a Card on behalf of BGSS. We're currently processing an enrollment form that you filled out on March 3rd of this year. You selected to enroll into the Stay Healthy MUC tele-reps for employee plus spouse, dental for employee plus spouse, and the free RF membership for employee plus spouse. However, we were missing your spouse information when it came to the dependents. So due to this, you-- your coverage has been changed to employee only. If you wish to add your spouse, you have 30 days from the day that you receive your first check to give us a call and enroll. Again, we will enroll y- you into these plans, but for employee only, and if you do wish to add your spouse, you have 30 days from the day that you receive your first check to do so. We're open from 8:00 AM up until 8:00 PM Monday through Friday Eastern time. Thank you. Have a nice day.

### **Conversation Format**

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

Speaker speaker\_1: Please leave your message for two one three two nine eight two six four four.

Speaker speaker\_2: Hey, good afternoon. Calling from Benefits in a Card on behalf of BGSS. We're currently processing an enrollment form that you filled out on March 3rd of this year. You selected to enroll into the Stay Healthy MUC tele-reps for employee plus spouse, dental for employee plus spouse, and the free RF membership for employee plus spouse. However, we were missing your spouse information when it came to the dependents. So due to this, you-- your coverage has been changed to employee only. If you wish to add your spouse, you have 30 days from the day that you receive your first check to give us a call and enroll. Again, we will enroll y- you into these plans, but for employee only, and if you do wish to add your spouse, you have 30 days from the day that you receive your first check to do so. We're open from 8:00 AM up until 8:00 PM Monday through Friday Eastern time. Thank you. Have a nice day.