

## **Transcript: Estefania**

**Acevedo-5267988759494656-5417486504738816**

### **Full Transcript**

... has been forwarded to a automated voice message system. Your call may be monitored or recorded for quality assurance purposes. Eight, four, three, two, zero, zero, six, three, seven, nine, is not available. At the tone, please record your message. When you are finished recording, you may hang up or press one for more options. Hey, good afternoon. I'm calling from Benefits Central Card on behalf of management, analyze and ... your affiliation. Um, I'm currently processing enrollment forms for your staff and agency, and you selected not to participate in any healthcare benefits, but you also did select a plan, so I was actually calling to let you know, um, that at the moment, you will be declined coverage, due to the fact that you also were selected not to participate. You do have 30 days from the day that you receive your first check to enroll into any healthcare benefits that they offer. Like I said, right now, you will be declined. You do have 30 days from the day that you receive your first check to enroll into any healthcare benefits that they offer. But at the moment, coverage will be declined. If you may wish to be added into any other healthcare benefits, you, you are welcome to call at 800-497-4856. We are open from 8:00 AM up until 8:00 PM Eastern Time. Thank you.

### **Conversation Format**

Speaker speaker\_0: ... has been forwarded to a automated voice message system.

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

Speaker speaker\_0: Eight, four, three, two, zero, zero, six, three, seven, nine, is not available. At the tone, please record your message. When you are finished recording, you may hang up or press one for more options.

Speaker speaker\_2: Hey, good afternoon. I'm calling from Benefits Central Card on behalf of management, analyze and ... your affiliation. Um, I'm currently processing enrollment forms for your staff and agency, and you selected not to participate in any healthcare benefits, but you also did select a plan, so I was actually calling to let you know, um, that at the moment, you will be declined coverage, due to the fact that you also were selected not to participate. You do have 30 days from the day that you receive your first check to enroll into any healthcare benefits that they offer. Like I said, right now, you will be declined. You do have 30 days from the day that you receive your first check to enroll into any healthcare benefits that they offer. But at the moment, coverage will be declined. If you may wish to be added into any other healthcare benefits, you, you are welcome to call at 800-497-4856. We are open from 8:00 AM up until 8:00 PM Eastern Time. Thank you.