

Transcript: Estefania

Acevedo-5563747665756160-4934764100108288

Full Transcript

Your call will be monitored or recorded for quality assurance purposes. Hey, good afternoon. I'm calling from Benefits Center Card on behalf of BTSF. We're currently processing an enrollment form that you filled out on March 14 of this year for some healthcare benefits. It looks like you selected one of the plans, but you also selected not to participate, so at this time coverage will be declined. If you do wish to enroll, 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, and most likely if you do decide to enroll, a eligibility review will have to be done. Thank you. Have a nice day.

Conversation Format

Speaker speaker_0: Your call will be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Hey, good afternoon. I'm calling from Benefits Center Card on behalf of BTSF. We're currently processing an enrollment form that you filled out on March 14 of this year for some healthcare benefits. It looks like you selected one of the plans, but you also selected not to participate, so at this time coverage will be declined. If you do wish to enroll, 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, and most likely if you do decide to enroll, a eligibility review will have to be done. Thank you. Have a nice day.