

## **Transcript: Estefania**

**Acevedo-5621065108996096-4655460696506368**

### **Full Transcript**

Your call- Hello. ... will be monitored or recorded for quality assurance purposes. Hey, good afternoon. I'm calling from Benefits in a Card on behalf of the Hamilton Record Group. I'm looking to speak with Mr. Kevin. Yes, ma'am. Um, we're currently processing the enrollment forms for the healthcare benefits, and you selected two plans, but you also selected not to participate. So I was actually calling to see if you accidentally selected those plans and if you wanted- Uh, yes, I- ... to decline. Yes. Yeah, go ahead and decline them. Sorry, I didn't- It's okay. All right. Well, y- your coverage has been declined. Um, that's really all I needed. I hope you have a great day. Thank you for your time. Okay. Is this something that I may be able to review back into the future though? So typically, you're eligible to enroll within the first 30 days of receiving your first check. Yeah. Or within company open enrollment, which I can check to see what month, um, that company open enrollment is just in case you do want to enroll in the future 'cause within company- Yeah. Okay. ... open enrollment, that's another period that you'll, you'll be eligible to enroll. Um, for them though, it's not 'til December, up until December, 'til January. So this year, it was from December 23rd up until January 31st. Okay. All right. Thank you, hon. All right. You're welcome. Have a nice day, sir. All righty. You too.

### **Conversation Format**

Speaker speaker\_0: Your call-

Speaker speaker\_1: Hello.

Speaker speaker\_0: ... will be monitored or recorded for quality assurance purposes. Hey, good afternoon. I'm calling from Benefits in a Card on behalf of the Hamilton Record Group. I'm looking to speak with Mr. Kevin.

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: Um, we're currently processing the enrollment forms for the healthcare benefits, and you selected two plans, but you also selected not to participate. So I was actually calling to see if you accidentally selected those plans and if you wanted-

Speaker speaker\_1: Uh, yes, I-

Speaker speaker\_0: ... to decline.

Speaker speaker\_1: Yes. Yeah, go ahead and decline them. Sorry, I didn't-

Speaker speaker\_0: It's okay. All right. Well, y- your coverage has been declined. Um, that's really all I needed. I hope you have a great day. Thank you for your time.

Speaker speaker\_1: Okay. Is this something that I may be able to review back into the future though?

Speaker speaker\_0: So typically, you're eligible to enroll within the first 30 days of receiving your first check.

Speaker speaker\_1: Yeah.

Speaker speaker\_0: Or within company open enrollment, which I can check to see what month, um, that company open enrollment is just in case you do want to enroll in the future 'cause within company-

Speaker speaker\_1: Yeah. Okay.

Speaker speaker\_0: ... open enrollment, that's another period that you'll, you'll be eligible to enroll. Um, for them though, it's not 'til December, up until December, 'til January. So this year, it was from December 23rd up until January 31st.

Speaker speaker\_1: Okay. All right. Thank you, hon.

Speaker speaker\_0: All right. You're welcome. Have a nice day, sir.

Speaker speaker\_1: All righty. You too.