

## **Transcript: Estefania**

**Acevedo-5926174965317632-6324198174572544**

### **Full Transcript**

Forwarded to an automated voice messaging system. This will be monitored or recorded for quality assurance purposes. ... is not available. At the tone, please record your message. When you've finished recording, you may hang up or press one for more options. Good afternoon. I'm calling from Benefits Center Card on behalf of HS&S;, calling regarding an enrollment form that we're currently processing. Um, it looks like you currently selected multiple plans that can't be combined, so due to that, you were enrolled in the lowest medical option available. If you do wish to make any changes, you're welcome to give us a call at 800-497-4856. We're open from 8:00 PM up until 8:00 PM Eastern Time. Thank you.

### **Conversation Format**

Speaker speaker\_0: Forwarded to an automated voice messaging system.

Speaker speaker\_1: This will be monitored or recorded for quality assurance purposes.

Speaker speaker\_2: ... is not available. At the tone, please record your message. When you've finished recording, you may hang up or press one for more options.

Speaker speaker\_3: Good afternoon. I'm calling from Benefits Center Card on behalf of HS&S;, calling regarding an enrollment form that we're currently processing. Um, it looks like you currently selected multiple plans that can't be combined, so due to that, you were enrolled in the lowest medical option available. If you do wish to make any changes, you're welcome to give us a call at 800-497-4856. We're open from 8:00 PM up until 8:00 PM Eastern Time. Thank you.