

## **Transcript: Franchesca**

**Baez-6728962556739584-4861178772111360**

### **Full Transcript**

Your call has been forwarded to an automated voice messaging system. Your call may be monitored or recorded for quality assurance purposes. 843-897-4610 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 morning. My name is Francesca. A benefit card given a call to speak with Ms. Isaac on behalf of Mega 4 Staffing. We're giving you a call regarding your policy information for which you called in on the 12th, Monday, to request. We tried to reach you yesterday to inform you there was an issue processing the enrollment requested from the form that was submitted on March 12th, 2025, which has now been resolved. Your policy will be effective on May 26th, which will be in two weeks. That will be when they will start making the deductions that were not being made in order to activate the policy. Once you are active, Friday of your activation week, your carriers will send out the benefit cards via mail. In the event that you would like digital copies of those benefit cards or policy numbers, they should be available by Thursday the 29th of May, 2025. If you have any questions or concerns regarding this, feel free to give us a call back at 800-497-456 open 8:00 AM to 8:00 PM Monday through Friday, Eastern Time.

### **Conversation Format**

Speaker speaker\_0: Your call has been forwarded to an automated voice messaging system. Your call may be monitored or recorded for quality assurance purposes. 843-897-4610 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\_1: Good morning. My name is Francesca. A benefit card given a call to speak with Ms. Isaac on behalf of Mega 4 Staffing. We're giving you a call regarding your policy information for which you called in on the 12th, Monday, to request. We tried to reach you yesterday to inform you there was an issue processing the enrollment requested from the form that was submitted on March 12th, 2025, which has now been resolved. Your policy will be effective on May 26th, which will be in two weeks. That will be when they will start making the deductions that were not being made in order to activate the policy. Once you are active, Friday of your activation week, your carriers will send out the benefit cards via mail. In the event that you would like digital copies of those benefit cards or policy numbers, they should be available by Thursday the 29th of May, 2025. If you have any questions or concerns regarding this, feel free to give us a call back at 800-497-456 open 8:00 AM to 8:00 PM Monday through Friday, Eastern Time.