

## **Transcript: Pearl**

**Rojas-4592134945161216-6242157093109760**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Hello. This is ... If, uh, you have, uh, anything, uh, that I, I didn't pick up, please, uh, leave a message. When I receive, I will call you back. Thank you. Hi. Good afternoon. This call is for Mr. Chen. My name is Pearl calling from Benefits in a Card, calling on behalf of your staffing agency Hospitality Staffing Solutions. We are processing healthcare enrollment forms, and on your form you chose c- two plans that can be chosen together. Um, so we're just calling to confirm which plan you're wanting to enroll in. You also chose coverage for employee plus spouse for your dental coverage, but we did not receive any dependent information. So we're just calling to confirm whether that coverage is for you and your spouse or just yourself. At the moment, you'll be enrolled in the lower-priced plan of the three you chose, and you'll be enrolled in employee-only for dental plus your other options that you chose. You do have 30 days from the date of your first paycheck to make any changes you need. You can give us a call Monday to Friday, 8:00 AM to 8:00 PM Eastern Standard Time at 800-497-4856, and any agent you speak to will be able to help you with this enrollment process. Thank you, and have a great day.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Hello. This is ... If, uh, you have, uh, anything, uh, that I, I didn't pick up, please, uh, leave a message. When I receive, I will call you back. Thank you.

Speaker speaker\_2: Hi. Good afternoon. This call is for Mr. Chen. My name is Pearl calling from Benefits in a Card, calling on behalf of your staffing agency Hospitality Staffing Solutions. We are processing healthcare enrollment forms, and on your form you chose c- two plans that can be chosen together. Um, so we're just calling to confirm which plan you're wanting to enroll in. You also chose coverage for employee plus spouse for your dental coverage, but we did not receive any dependent information. So we're just calling to confirm whether that coverage is for you and your spouse or just yourself. At the moment, you'll be enrolled in the lower-priced plan of the three you chose, and you'll be enrolled in employee-only for dental plus your other options that you chose. You do have 30 days from the date of your first paycheck to make any changes you need. You can give us a call Monday to Friday, 8:00 AM to 8:00 PM Eastern Standard Time at 800-497-4856, and any agent you speak to will be able to help you with this enrollment process. Thank you, and have a great day.