

## **Transcript: Pearl**

**Rojas-4694195246383104-5320133344673792**

### **Full Transcript**

Your call has been forwarded to an automated voice messaging system. Your call is being monitored or recorded for quality assurance purposes. 901-467-7329 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. Hi, this call is from ... My name is Pearl calling from Benefits and A Card, calling on behalf of your staff agency, BGSF. We are processing healthcare enrollment forms, and on your form, you chose coverage but then you also chose no coverage, I choose not to participate. So we're just calling to confirm whether you needed coverage or not. At this time, your coverage will be denied. You do have 30 days from the date of your first paycheck to enroll. 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 has been forwarded to an automated voice messaging system. Your call is being monitored or recorded for quality assurance purposes. 901-467-7329 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: Hi, this call is from ... My name is Pearl calling from Benefits and A Card, calling on behalf of your staff agency, BGSF. We are processing healthcare enrollment forms, and on your form, you chose coverage but then you also chose no coverage, I choose not to participate. So we're just calling to confirm whether you needed coverage or not. At this time, your coverage will be denied. You do have 30 days from the date of your first paycheck to enroll. 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.