

Transcript: Pearl

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Full Transcript

Hello. Your call may be monitored or recorded for quality assurance purposes. What is my boss' favorite thing to eat? Leave a voicemail after the tone. I'm with Miss Plumber please. At the tone, please record your message. When you have finished recording, you may hang up or press one for more options. Hi, this call is for Miss Plumber, my name is Pearl calling from Benefits in a Card, calling on behalf of your staff, and you say you have to dial the staff solutions. We are processing healthcare enrollment forms and on your form you chose dental coverage for employee plus... excuse me, employee plus spouse, but we did not receive any dependent information. So we're just calling to confirm whether that coverage was supposed to be for you and your spouse or just yourself. At the moment your coverage will be placed to employee-only coverage. You do have 30 days from the date of your first paycheck to add your spouse back on providing the information you need, we 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: Hello.

Speaker speaker_1: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_0: What is my boss' favorite thing to eat? Leave a voicemail after the tone. I'm with Miss Plumber please.

Speaker speaker_1: At the tone, please record your message. When you have finished recording, you may hang up or press one for more options.

Speaker speaker_0: Hi, this call is for Miss Plumber, my name is Pearl calling from Benefits in a Card, calling on behalf of your staff, and you say you have to dial the staff solutions. We are processing healthcare enrollment forms and on your form you chose dental coverage for employee plus... excuse me, employee plus spouse, but we did not receive any dependent information. So we're just calling to confirm whether that coverage was supposed to be for you and your spouse or just yourself. At the moment your coverage will be placed to employee-only coverage. You do have 30 days from the date of your first paycheck to add your spouse back on providing the information you need, we 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

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