

## **Transcript: Pearl**

**Rojas-5250419996540928-6018913662976000**

### **Full Transcript**

Your call has been forwarded to voicemail. Your call may be monitored or recorded for quality assurance purposes. The person you're trying to reach is not available. At the tone, please record your message. When you have finished recording, you may hang up. This call is for Mr. Walton. My name is Pearl calling from Benefits in a Card, calling on behalf of your staffing agency, the Hamilton Wicker Group. We are processing healthcare enrollment forms today, and your form, you chose two plans that can't be chosen together. So we're just calling to see which plan you're wanting to enroll in. You also chose coverage for employee plus child or children, but we didn't receive any dependent information. So at the moment, you'll be enrolled in the lower-priced one of the two plans for employee-only coverage. You do have 30 days from the date of your first paycheck to add your child or children back on, providing the information 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: Your call has been forwarded to voicemail.

Speaker speaker\_1: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_0: The person you're trying to reach is not available. At the tone, please record your message. When you have finished recording, you may hang up.

Speaker speaker\_2: This call is for Mr. Walton. My name is Pearl calling from Benefits in a Card, calling on behalf of your staffing agency, the Hamilton Wicker Group. We are processing healthcare enrollment forms today, and your form, you chose two plans that can't be chosen together. So we're just calling to see which plan you're wanting to enroll in. You also chose coverage for employee plus child or children, but we didn't receive any dependent information. So at the moment, you'll be enrolled in the lower-priced one of the two plans for employee-only coverage. You do have 30 days from the date of your first paycheck to add your child or children back on, providing the information 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.