

Transcript: Pearl

Rojas-5415715572203520-6030862867152896

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Please leave your message for 775-351-3155. Good afternoon. This call is for Mr. Chavez. 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 for employee plus family, but we did not receive any different information. So we're just calling to confirm whether that coverage is supposed to be for you and your family or just yourself. At the moment, your coverage was placed to employee only. You do have 30 days from the date of your first paycheck to add your family back on, providing the information that 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 an 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. Please leave your message for 775-351-3155.

Speaker speaker_1: Good afternoon. This call is for Mr. Chavez. 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 for employee plus family, but we did not receive any different information. So we're just calling to confirm whether that coverage is supposed to be for you and your family or just yourself. At the moment, your coverage was placed to employee only. You do have 30 days from the date of your first paycheck to add your family back on, providing the information that 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 an agent you speak to will be able to help you with this enrollment process. Thank you and have a great day.