

## **Transcript: Pearl**

**Rojas-5859875917316096-5855843748331520**

### **Full Transcript**

Your call is being forwarded to automatic voice message system. Your call may be monitored or recorded for quality assurance purposes. 7317071136 is not available. At the tone, please record your message. When you are finished recording, you may hang up or press one for more options. Hi, good afternoon. This call is for Mr. Waters. My name is Pearl calling from Benefits in a Card, calling on behalf of your staffing agency, the Hamilton Micro Group. We are processing healthcare enrollment forms and on your form, you chose coverage for employee plus family, but we did not receive any dependent information. So we're just calling to confirm whether that coverage is for you and your family or just yourself. At this moment, your coverage will be put to employee-only coverage. You do have 30 days from the date of your first paycheck to add your family 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 is being forwarded to automatic voice message system. Your call may be monitored or recorded for quality assurance purposes. 7317071136 is not available. At the tone, please record your message. When you are finished recording, you may hang up or press one for more options.

Speaker speaker\_1: Hi, good afternoon. This call is for Mr. Waters. My name is Pearl calling from Benefits in a Card, calling on behalf of your staffing agency, the Hamilton Micro Group. We are processing healthcare enrollment forms and on your form, you chose coverage for employee plus family, but we did not receive any dependent information. So we're just calling to confirm whether that coverage is for you and your family or just yourself. At this moment, your coverage will be put to employee-only coverage. You do have 30 days from the date of your first paycheck to add your family 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.