

## **Transcript: Pearl**

**Rojas-5864678822690816-6327985534844928**

### **Full Transcript**

Hi. Your call may be monitored or recorded for quality assurance purposes. The number you are trying to reach is not available. Please leave your voice message. Hi. Good after- afternoon. This call is for Mr... Gabriel. My name is Pearl calling from Benefits in a Cardholder on behalf of your staff agency, BJFS. We are processing healthcare enrollment forms, and on your form you chose coverage, but then you chose no coverage, I choose not to participate. So we're just calling to check in with whether you needed coverage or not. At this moment, your coverage will be declined. You do have 30 days from the date of your first paycheck to enroll and make any changes you need. You can give us a call Monday to Friday, 8:00 AM to 8:00 PM Eastern Standard Time at 800-497-456. And any agent you speak to will be able to help you with this process. Thank you and have a great day.

### **Conversation Format**

Speaker speaker\_0: Hi. Your call may be monitored or recorded for quality assurance purposes. The number you are trying to reach is not available. Please leave your voice message.

Speaker speaker\_1: Hi. Good after- afternoon. This call is for Mr... Gabriel. My name is Pearl calling from Benefits in a Cardholder on behalf of your staff agency, BJFS. We are processing healthcare enrollment forms, and on your form you chose coverage, but then you chose no coverage, I choose not to participate. So we're just calling to check in with whether you needed coverage or not. At this moment, your coverage will be declined. You do have 30 days from the date of your first paycheck to enroll and make any changes you need. You can give us a call Monday to Friday, 8:00 AM to 8:00 PM Eastern Standard Time at 800-497-456. And any agent you speak to will be able to help you with this process. Thank you and have a great day.