

Transcript: Pearl

Rojas-5893392091791360-5316996206379008

Full Transcript

Your call may be monitored or recorded. Quality Assurance-- Your call has been forwarded to an automated voice message system. 901-351-3679 is not available. At the tone, please record your message. When you have finished recording, you may hang up or press one for more options. Hi, good afternoon. This call is for Miss Williams. My name is Pearl calling from Benefits in a Card, calling on behalf of your staffing agency, BPSF. We are processing healthcare enrollment forms and on your form it shows virtual primary care for employee plus spouse, but we did not receive any dependent information. Uh, so we're just calling to know whether you needed that coverage for you and your spouse or just your spouse. At the moment, your coverage will be changed to employee only. You do have 30 days from the date of your first paycheck to add your spouse back on, providing the information we need. You can give us a call Monday to Friday, AM to 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 may be monitored or recorded. Quality Assurance--

Speaker speaker_1: Your call has been forwarded to an automated voice message system. 901-351-3679 is not available. At the tone, please record your message. When you have finished recording, you may hang up or press one for more options.

Speaker speaker_2: Hi, good afternoon. This call is for Miss Williams. My name is Pearl calling from Benefits in a Card, calling on behalf of your staffing agency, BPSF. We are processing healthcare enrollment forms and on your form it shows virtual primary care for employee plus spouse, but we did not receive any dependent information. Uh, so we're just calling to know whether you needed that coverage for you and your spouse or just your spouse. At the moment, your coverage will be changed to employee only. You do have 30 days from the date of your first paycheck to add your spouse back on, providing the information we need. You can give us a call Monday to Friday, AM to 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.