

## **Transcript: Pearl**

**Rojas-6064862040604672-6578885739855872**

### **Full Transcript**

Your call has been forwarded to an automatic voice message system. 270-554-8808 is not available at this time. At the tone, please record your message. When you are finished recording, you may hang up or press one for more options. Hi there, good morning. This call is for Mr. Reed. My name is Pearl Going from Benefits in a Card, calling on behalf of your staff, need to see focused workforce management. Um, we received an enrollment, uh, for you and you requested to change your previous enrollment from, of VIP Standard and MEC Standalone to the MEC Enhanced Basics. But unfortunately you didn't have a break long enough between assignments to qualify to make changes. So if you'd like, you can reinstate your MEC Standalone and your VIP Standard. At the moment, the coverage that has been reinstated is of your group accident, critical illness, and term life. If you're wanting to reinstate that VIP, which is your medical MEC Standalone, you can give us a call and we'll be able to reinstate that coverage. Um, but at the moment you're not eligible to, to change your medical plan. If you have any questions, 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 with this process. Thank you and have a great day.

### **Conversation Format**

Speaker speaker\_0: Your call has been forwarded to an automatic voice message system. 270-554-8808 is not available at this time. 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 there, good morning. This call is for Mr. Reed. My name is Pearl Going from Benefits in a Card, calling on behalf of your staff, need to see focused workforce management. Um, we received an enrollment, uh, for you and you requested to change your previous enrollment from, of VIP Standard and MEC Standalone to the MEC Enhanced Basics. But unfortunately you didn't have a break long enough between assignments to qualify to make changes. So if you'd like, you can reinstate your MEC Standalone and your VIP Standard. At the moment, the coverage that has been reinstated is of your group accident, critical illness, and term life. If you're wanting to reinstate that VIP, which is your medical MEC Standalone, you can give us a call and we'll be able to reinstate that coverage. Um, but at the moment you're not eligible to, to change your medical plan. If you have any questions, 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 with this process. Thank you and have a great day.