

## **Transcript: Pearl**

**Rojas-6323298063007744-4552128980500480**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Hello. Please leave the date, the time that you called, and I'll get back to you as soon as possible. Thank you so much and have a great day. Hi, good afternoon. This call's for Mr. Apple. My name is Pearl calling from Benefits and a Card, calling on behalf of your staff in HSCBGSS. We are processing healthcare enrollment forms today, and your form, you chose a plan but then you also chose No Coverage or Choose Not to Participate. So we're just calling to confirm 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 a.m. to 8:00 p.m. Eastern Standard Time at 800-497-4856. And then the 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.

Speaker speaker\_1: Hello. Please leave the date, the time that you called, and I'll get back to you as soon as possible. Thank you so much and have a great day.

Speaker speaker\_2: Hi, good afternoon. This call's for Mr. Apple. My name is Pearl calling from Benefits and a Card, calling on behalf of your staff in HSCBGSS. We are processing healthcare enrollment forms today, and your form, you chose a plan but then you also chose No Coverage or Choose Not to Participate. So we're just calling to confirm 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 a.m. to 8:00 p.m. Eastern Standard Time at 800-497-4856. And then the agent you speak to will be able to help you with this enrollment process. Thank you and have a great day.