

Transcript: Pearl

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Full Transcript

Call- Your call may be monitored or recorded for quality assurance. ... a voicemail. The person you're trying to reach is not available. At the tone, please record your message. When you have finished recording, you may hang up. This call is from Mr. Gates. My name is Pearl calling from Benefits and a Card, calling on behalf of your staff in EJC MAU. 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 the coverage is for just yourself or for you and your family. At the moment, you'll be enrolled in employee-only coverage. You do have 30 days from the date of your first paycheck to add your family on, providing the information we need. You can give us a call Monday to Friday, 8:00 AM to 8:00 PM Eastern Te- 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: Call-

Speaker speaker_1: Your call may be monitored or recorded for quality assurance.

Speaker speaker_0: ... a voicemail. The person you're trying to reach is not available. At the tone, please record your message. When you have finished recording, you may hang up.

Speaker speaker_2: This call is from Mr. Gates. My name is Pearl calling from Benefits and a Card, calling on behalf of your staff in EJC MAU. 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 the coverage is for just yourself or for you and your family. At the moment, you'll be enrolled in employee-only coverage. You do have 30 days from the date of your first paycheck to add your family on, providing the information we need. You can give us a call Monday to Friday, 8:00 AM to 8:00 PM Eastern Te- 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.