

Transcript: Francesca

Baez-4509811379453952-6197064048754688

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Please leave your message for 361-5477. Good afternoon. My name is Francesca. I'm a beneficiary of the card looking to speak f- with Mr. Hooks on behalf of MAU Staffing. We're calling regarding your enrollment reinstatement request that we received dated April 16, 2025, where you were requesting to reinstate your dental and vision, but change the medical coverage. Unfortunately, sir, currently you're only eligible for reinstatement of the exact same policy that you previously had. At this moment, you are not eligible to make any changes from the medical previous plan that you were enrolled into and select a new one. Please yield a callback at 497-4856 for further information. We're open eight a.m. to eight p.m. Monday through Fridays, Eastern Time. Have a great day.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Please leave your message for 361-5477.

Speaker speaker_2: Good afternoon. My name is Francesca. I'm a beneficiary of the card looking to speak f- with Mr. Hooks on behalf of MAU Staffing. We're calling regarding your enrollment reinstatement request that we received dated April 16, 2025, where you were requesting to reinstate your dental and vision, but change the medical coverage. Unfortunately, sir, currently you're only eligible for reinstatement of the exact same policy that you previously had. At this moment, you are not eligible to make any changes from the medical previous plan that you were enrolled into and select a new one. Please yield a callback at 497-4856 for further information. We're open eight a.m. to eight p.m. Monday through Fridays, Eastern Time. Have a great day.