

## **Transcript: Francesca**

**Baez-4518892701007872-6251792886710272**

### **Full Transcript**

Your call has been forwarded to 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. Good afternoon. My name is Francesca, a beneficiary of to speak with. Ms. Shadow, on behalf of Dorothy's Having Solutions, we're calling in regards to the enrollment form that was processed today earlier online where you were requesting coverage for yourself and your spouse. Um, Ms. Shadow, you did not provide your spouse's information. A policy for a dependent without the dependent's information is coverage that said dependent won't be able to utilize and you will not be able to claim reimbursement for it. For the time being, we're going to go ahead and switch your enrollment over to employee only. In the event that you still did want to have your spouse cover under the coverage, please give us a call back at 800-497-4856 so that we may assist you in adding them into the policy. We're open 8:00 AM to 8:00 PM Monday through Fridays Eastern time. So hope you have a wonderful rest of your day. Thank you for your time today as well as for listening to this message.

### **Conversation Format**

Speaker speaker\_0: Your call has been forwarded to 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\_1: Good afternoon. My name is Francesca, a beneficiary of to speak with. Ms. Shadow, on behalf of Dorothy's Having Solutions, we're calling in regards to the enrollment form that was processed today earlier online where you were requesting coverage for yourself and your spouse. Um, Ms. Shadow, you did not provide your spouse's information. A policy for a dependent without the dependent's information is coverage that said dependent won't be able to utilize and you will not be able to claim reimbursement for it. For the time being, we're going to go ahead and switch your enrollment over to employee only. In the event that you still did want to have your spouse cover under the coverage, please give us a call back at 800-497-4856 so that we may assist you in adding them into the policy. We're open 8:00 AM to 8:00 PM Monday through Fridays Eastern time. So hope you have a wonderful rest of your day. Thank you for your time today as well as for listening to this message.