

## **Transcript: Francesca**

**Baez-4653406568628224-5776023174299648**

### **Full Transcript**

... has been forwarded to an automated voice message system. The call may be monitored or recorded for quality assurance purposes. Six, six, two, three, five, two, three, four, eight, three is not available. At the tone, please record your message. When you are finished recording, you may hang up or press one for more options. Good afternoon. My name is Francesca with Benefits ... looking to speak with Ms. Prince on behalf of by giving you a call today in regards to the health insurance form that you filled out on February 6th, 2025. Well, you requested to be enrolled into both of our NEC plans. Unfortunately, you cannot be enrolled into both of the plans. For the time being, we're going to go ahead and enroll you into the lowest costing plan which will be the NEC and Standard. You had also requested to be enrolled into our FreeRx membership which will already be included into the NEC preventative plan. That will be the reason why you will not be seeing a FreeRx standalone prescription membership being deducted from your pay stub. In the event that you have any changes needed to be made to your policy or any additional dependents you would like to add, please give us a callback at 888- I mean, sorry, 800-497-4856 open 8 a.m. to 8 p.m. Monday through Friday, Eastern Time. I do hope you have a wonderful rest of your day. Thank you so much for your time today as well as for listening to this message. If you were satisfied with your...

### **Conversation Format**

Speaker speaker\_0: ... has been forwarded to an automated voice message system. The call may be monitored or recorded for quality assurance purposes. Six, six, two, three, five, two, three, four, eight, three is not available. 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: Good afternoon. My name is Francesca with Benefits ... looking to speak with Ms. Prince on behalf of by giving you a call today in regards to the health insurance form that you filled out on February 6th, 2025. Well, you requested to be enrolled into both of our NEC plans. Unfortunately, you cannot be enrolled into both of the plans. For the time being, we're going to go ahead and enroll you into the lowest costing plan which will be the NEC and Standard. You had also requested to be enrolled into our FreeRx membership which will already be included into the NEC preventative plan. That will be the reason why you will not be seeing a FreeRx standalone prescription membership being deducted from your pay stub. In the event that you have any changes needed to be made to your policy or any additional dependents you would like to add, please give us a callback at 888- I mean, sorry, 800-497-4856 open 8 a.m. to 8 p.m. Monday through Friday, Eastern Time. I do hope you

have a wonderful rest of your day. Thank you so much for your time today as well as for listening to this message.

Speaker speaker\_0: If you were satisfied with your...