

## **Transcript: Francesca**

**Baez-4759344930406400-6289881658605568**

### **Full Transcript**

Seven, eight- Your call may be monitored or recorded for quality assurance purposes. ... seven, six, one, zero, eight, six, 7... is not available. Good morning. My name is Francesca of Benefits in a Card. I'd like to speak to Mr. Murph Murha on behalf of Creative Circle. Sir, we're calling in regards to a pending enrollment that you have for benefits for yourself and spouse. Um, once again, you went ahead and added the spouse dependent, but you didn't put the dependent's information. By doing so, sir, you're enrolling into a policy that your dependent will not be able to utilize since their information is not on it. Once your company open enrollment period ends, which would be on the 31st of January, you will not be able to put in any dependent information. By doing so, you're opening yourself to paying for a policy that your dependent will not be able to utilize and you will not be able to claim a reimbursement on it. Also, along with the fact that... this was something that we tried to fix previously, but you said you will put in the information online. If you're having any issues in putting your dependent's information online, feel free to give us a call back and we can assist you in doing so over the phone with us. We're open 8:00 AM to 8:00 PM Monday through Fridays Eastern Time. I hope you have a wonderful rest of your day, keeping in mind that your benefits will switch over to employee only. Thank you.

### **Conversation Format**

Speaker speaker\_0: Seven, eight-

Speaker speaker\_1: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_0: ... seven, six, one, zero, eight, six, 7... is not available.

Speaker speaker\_2: Good morning. My name is Francesca of Benefits in a Card. I'd like to speak to Mr. Murph Murha on behalf of Creative Circle. Sir, we're calling in regards to a pending enrollment that you have for benefits for yourself and spouse. Um, once again, you went ahead and added the spouse dependent, but you didn't put the dependent's information. By doing so, sir, you're enrolling into a policy that your dependent will not be able to utilize since their information is not on it. Once your company open enrollment period ends, which would be on the 31st of January, you will not be able to put in any dependent information. By doing so, you're opening yourself to paying for a policy that your dependent will not be able to utilize and you will not be able to claim a reimbursement on it. Also, along with the fact that... this was something that we tried to fix previously, but you said you will put in the information online. If you're having any issues in putting your dependent's information online, feel free to

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