

Transcript: Francesca

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hi, this is Kristy. Sorry I missed your call. Leave a message or send me a text and I'll get back in touch with you. Thanks. Good morning, Ms. Davidson. My name is Francesca Benefits intercom, giving you a call on behalf of your employee Focus Workforce Management Staffing. We're calling in regards to the enrollment process, um, requested for employee and spouse benefits. However, ma'am, you did not provide your spouse's information. A policy for a dependent without their information is a policy your dependent will not be able to utilize the services of. Um, you also do have to keep in mind, you're only eligible to make policy changes or additions when you have a company open enrollment period, personal open enrollment period, or qualified life event. At the moment, your policy is going to be changed over to employee only, keeping in mind that if you add your dependent without putting their information, there'll be services they will be unable to utilize and you'll be unable to request a reimbursement of. Open 8:00 AM to 3:00 PM Monday through Fridays Eastern time, keeping in mind that once you start working, you'll have 30 days after your first paycheck to make any policy changes. I hope you have a wonderful rest of your day. Thank you for your time as well as listening to this message.

Conversation Format

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

Speaker speaker_1: Hi, this is Kristy. Sorry I missed your call. Leave a message or send me a text and I'll get back in touch with you. Thanks.

Speaker speaker_2: Good morning, Ms. Davidson. My name is Francesca Benefits intercom, giving you a call on behalf of your employee Focus Workforce Management Staffing. We're calling in regards to the enrollment process, um, requested for employee and spouse benefits. However, ma'am, you did not provide your spouse's information. A policy for a dependent without their information is a policy your dependent will not be able to utilize the services of. Um, you also do have to keep in mind, you're only eligible to make policy changes or additions when you have a company open enrollment period, personal open enrollment period, or qualified life event. At the moment, your policy is going to be changed over to employee only, keeping in mind that if you add your dependent without putting their information, there'll be services they will be unable to utilize and you'll be unable to request a reimbursement of. Open 8:00 AM to 3:00 PM Monday through Fridays Eastern time, keeping in mind that once you start working, you'll have 30 days after your first paycheck to make any policy changes. I

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