

## **Transcript: Francesca**

**Baez-5143358150590464-4838534423035904**

### **Full Transcript**

Your call has been forwarded to an automated voice messaging system. Your call is being recorded for quality assurance purposes. 775-750-0560 is not available. At the tone, please record your message. When you've finished recording, you may hang up or press one for more options. Good afternoon, Ms. Cannon. My name is Francesca with Focus Workforce Management. We were giving you a call in regards to your current policy for benefits. We have received a request for coverage change, which shows that it was processed the same day that we spoke with you back on the 5th of February. We wanted to know if you were trying to make changes to the current policy of dental and the medical plan VIP Plus. The enrollment request shows that you were trying to change this into medical preventative dental and life insurance, which is term life. If you could please give us a call back at 800-497-4856 to confirm your enrollment selections. Thank you for your time today. We're open 8:00 AM to 8:00 PM Monday through Fridays Eastern Time.

### **Conversation Format**

Speaker speaker\_0: Your call has been forwarded to an automated voice messaging system. Your call is being recorded for quality assurance purposes. 775-750-0560 is not available. At the tone, please record your message. When you've finished recording, you may hang up or press one for more options.

Speaker speaker\_1: Good afternoon, Ms. Cannon. My name is Francesca with Focus Workforce Management. We were giving you a call in regards to your current policy for benefits. We have received a request for coverage change, which shows that it was processed the same day that we spoke with you back on the 5th of February. We wanted to know if you were trying to make changes to the current policy of dental and the medical plan VIP Plus. The enrollment request shows that you were trying to change this into medical preventative dental and life insurance, which is term life. If you could please give us a call back at 800-497-4856 to confirm your enrollment selections. Thank you for your time today. We're open 8:00 AM to 8:00 PM Monday through Fridays Eastern Time.