

## **Transcript: Francesca**

**Baez-5161651703431168-6036343932895232**

### **Full Transcript**

Your call has been forwarded to voicemail. Your call may be monitored or recorded for quality assurance purposes. 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 benefits and occur looking to speak with Ms. Martellum on behalf of Focus Workforce Management regarding depending enrollment requests for benefits for yourself and spouse. Unfortunately, you didn't provide the spouse's information. The policy has been changed to employee only due to the fact that a policy for dependent which information is not provided will result in a policy your dependent cannot utilize and you will not be able to request a reimbursement for said benefit. In the event that you would still like to add your spouse to this policy, feel free to give us a call back at 800-497-4856 so that we can assist you in adding him back. Thank you for your time today as well as for listening to my message. I hope you have a wonderful rest of your day.

### **Conversation Format**

Speaker speaker\_0: Your call has been forwarded to voicemail.

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

Speaker speaker\_0: 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\_2: Good afternoon. My name is Francesca benefits and occur looking to speak with Ms. Martellum on behalf of Focus Workforce Management regarding depending enrollment requests for benefits for yourself and spouse. Unfortunately, you didn't provide the spouse's information. The policy has been changed to employee only due to the fact that a policy for dependent which information is not provided will result in a policy your dependent cannot utilize and you will not be able to request a reimbursement for said benefit. In the event that you would still like to add your spouse to this policy, feel free to give us a call back at 800-497-4856 so that we can assist you in adding him back. Thank you for your time today as well as for listening to my message. I hope you have a wonderful rest of your day.