

Transcript: Francesca

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. My name is Crystal Martin. I hate that I missed your phone call. You can call back at your earliest convenience, and I look forward to speaking with you. Thank you, and I hope you have a wonderful day. Goodbye. Good afternoon. My name is Francesca calling on behalf of MAU Staffing to speak with Miss Martin. We're calling in regards to the enrollment form you filled out December 1st, 2022, where you selected to have critical illness for yourself and the children, but you did not put the children's information in there. We're calling to collect them. For the moment, your enrollment is going to be submitted for employee only, without the child. In the event that you did wish to add the child to the policy, please give us a call back at 800-497-4856 at your earliest convenience. You did also select both of the Insure Plus, the basic and the enhanced. You cannot be enrolled into both of them. For the moment, we'll enroll you into the lowest costing one, which will be the basic. In the event that there is any changes that you would like to make to this policy, please give us a call back prior to the 30 days after receiving your first paycheck, which will be your personal enrollment period. I hope you have a wonderful rest of your day. Thank you for your time today.

Conversation Format

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

Speaker speaker_1: My name is Crystal Martin. I hate that I missed your phone call. You can call back at your earliest convenience, and I look forward to speaking with you. Thank you, and I hope you have a wonderful day. Goodbye.

Speaker speaker_2: Good afternoon. My name is Francesca calling on behalf of MAU Staffing to speak with Miss Martin. We're calling in regards to the enrollment form you filled out December 1st, 2022, where you selected to have critical illness for yourself and the children, but you did not put the children's information in there. We're calling to collect them. For the moment, your enrollment is going to be submitted for employee only, without the child. In the event that you did wish to add the child to the policy, please give us a call back at 800-497-4856 at your earliest convenience. You did also select both of the Insure Plus, the basic and the enhanced. You cannot be enrolled into both of them. For the moment, we'll enroll you into the lowest costing one, which will be the basic. In the event that there is any changes that you would like to make to this policy, please give us a call back prior to the 30 days after receiving your first paycheck, which will be your personal enrollment period. I hope you have a wonderful rest of your day. Thank you for your time today.