

## **Transcript: Francesca**

**Baez-5205870840168448-6294840772706304**

### **Full Transcript**

... recorded 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. I've been giving a call to speak with Ms. Williams on behalf of ACC Staffing Healthcare. We're calling regarding your request you submitted for enrollment in which you requested to be enrolled into the life insurance term life, the group accident plan, and behavior health for yourself and family. However, you only provided a child's information. We are still specting the spouse's information is missing for those three plans. For the time being, we'll go ahead and process it for employee and child only, due to the fact that a policy for a dependent for which dependent's information is not provided will result in a policy that that dependent will not be able to use, and you will not be able to request a reimbursement on. In the event that you would like to still add your spouse back into those three plans, feel free to give us a call back at 800-497-4856. We are open 8:00 AM to 8:00 PM Monday through Fridays Eastern time. You have a wonderful rest of your day. I appreciate you listening to my message today.

### **Conversation Format**

Speaker speaker\_0: ... recorded 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.

Speaker speaker\_1: Good afternoon. My name is Francesca. I've been giving a call to speak with Ms. Williams on behalf of ACC Staffing Healthcare. We're calling regarding your request you submitted for enrollment in which you requested to be enrolled into the life insurance term life, the group accident plan, and behavior health for yourself and family. However, you only provided a child's information. We are still specting the spouse's information is missing for those three plans. For the time being, we'll go ahead and process it for employee and child only, due to the fact that a policy for a dependent for which dependent's information is not provided will result in a policy that that dependent will not be able to use, and you will not be able to request a reimbursement on. In the event that you would like to still add your spouse back into those three plans, feel free to give us a call back at 800-497-4856. We are open 8:00 AM to 8:00 PM Monday through Fridays Eastern time. You have a wonderful rest of your day. I appreciate you listening to my message today.