

Transcript: Francesca

Baez-5334121505144832-6574148558045184

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Please leave your message for 853-1283. Good morning, Mr. Monroe . My name is Francesca with BenefitsML card, I'm giving you a call on behalf of Focus Workforce Management. We're calling in regards to an enrollment that we see pending for critical illness, term life, and group accident for yourself and spouse. Unfortunately, you did not provide the depen-- dependent information and your policy is processed without the dependent's information and your eligibility period to make changes expires. Not only would your dependent not be able to utilize that benefit, but you also will not be able to claim any reimbursement for benefits that you're paying for for a dependent that wouldn't be able to utilize it. For the moment, we're going to be changing your benefits to employee only. In the event that you do still wish to have your dependent covered under the policy, please give us a callback at 497-4856 so that we can go ahead and submit the enrollment for employee and spouse while having the information for the dependant. I do hope you have a wonderful rest of your day. Thank you so much for your time at the moment, as well as to listening to this message, keeping in mind we'll be closed 24th, 25th due to the upcoming holidays.

Conversation Format

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

Speaker speaker_1: Please leave your message for 853-1283.

Speaker speaker_2: Good morning, Mr. Monroe . My name is Francesca with BenefitsML card, I'm giving you a call on behalf of Focus Workforce Management. We're calling in regards to an enrollment that we see pending for critical illness, term life, and group accident for yourself and spouse. Unfortunately, you did not provide the depen-- dependent information and your policy is processed without the dependent's information and your eligibility period to make changes expires. Not only would your dependent not be able to utilize that benefit, but you also will not be able to claim any reimbursement for benefits that you're paying for for a dependent that wouldn't be able to utilize it. For the moment, we're going to be changing your benefits to employee only. In the event that you do still wish to have your dependent covered under the policy, please give us a callback at 497-4856 so that we can go ahead and submit the enrollment for employee and spouse while having the information for the dependant. I do hope you have a wonderful rest of your day. Thank you so much for your time at the moment, as well as to listening to this message, keeping in mind we'll be closed 24th, 25th due to the upcoming holidays.