

## **Transcript: Francesca**

**Baez-5347573649031168-5900829223731200**

### **Full Transcript**

The 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. M- my name is Francesca benefit looking to speak with Ms. Hammill, Junior, Senior, sorry, on behalf of Focus Welfare Strategy, regarding the request for benefits for yourself and spouse. Unfortunately, you did not provide your spouse's information. We're gonna go ahead and switch over your request for employee plus, employee by itself due to the fact that a policy for the dependent in which dependent information is not provided is a policy your dependent won't be able to utilize, and you will not be able to request reimbursement for benefits that were not utilized. We're open 8 a.m. to 8 p.m. Monday through Fridays Eastern Time. You can give us a call back if you would still like to have the spouse on the policy. Have a great day.

### **Conversation Format**

Speaker speaker\_0: The 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. M- my name is Francesca benefit looking to speak with Ms. Hammill, Junior, Senior, sorry, on behalf of Focus Welfare Strategy, regarding the request for benefits for yourself and spouse. Unfortunately, you did not provide your spouse's information. We're gonna go ahead and switch over your request for employee plus, employee by itself due to the fact that a policy for the dependent in which dependent information is not provided is a policy your dependent won't be able to utilize, and you will not be able to request reimbursement for benefits that were not utilized. We're open 8 a.m. to 8 p.m. Monday through Fridays Eastern Time. You can give us a call back if you would still like to have the spouse on the policy. Have a great day.