

Transcript: Francesca

Baez-5376513973731328-5909606635716608

Full Transcript

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 morning. My name is Francesca. I've been with . I'm looking to speak with Mr. Silver on behalf of the staffing company, Focus Workforce Management. We're calling in regard to the online enrollment that you had submitted during January 17, 2025, where you selected coverage for yourself and spouse for dental and vision. Unfortunately, you did not put the spouse's information into the policy. A dependent's policy without their information will be services that your dependent will be unable to utilize. As of right now, your policy is going to be changed to employee only. In the event that you would like to add your spouse into the policy, if you will say call back at 800-497-4856. We are open eight a.m. to eight p.m. Monday through Fridays Easterntime. Keeping in mind that the only times we are able to edit a dependent's information or add any dependent to your policy is during an open enrollment period, a qualified live event. You'll have 30 days after your first paycheck to make any policy changes or submissions. I do hope you have a wonderful rest of your day. Thank you for your time today.

Conversation Format

Speaker speaker_0: 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 morning. My name is Francesca. I've been with . I'm looking to speak with Mr. Silver on behalf of the staffing company, Focus Workforce Management. We're calling in regard to the online enrollment that you had submitted during January 17, 2025, where you selected coverage for yourself and spouse for dental and vision. Unfortunately, you did not put the spouse's information into the policy. A dependent's policy without their information will be services that your dependent will be unable to utilize. As of right now, your policy is going to be changed to employee only. In the event that you would like to add your spouse into the policy, if you will say call back at 800-497-4856. We are open eight a.m. to eight p.m. Monday through Fridays Easterntime. Keeping in mind that the only times we are able to edit a dependent's information or add any dependent to your policy is during an open enrollment period, a qualified live event. You'll have 30 days after your first paycheck to make

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