

Transcript: Francesca

Baez-5600421248548864-4769512354004992

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Please leave your message for 469-630-4754. Good afternoon. My name is Francesca with Benefits in One Care looking to speak with Ms. Clark on behalf of OnTrack Staffing. We're calling regarding the enrollment form you processed online on March 12, yesterday, asking for coverage for your family. Unfortunately, currently, you did not provide your spouse's information. For the time being, we'll go ahead and process your enrollment to employee plus child only since that was the only information you provided. Reason being, a policy for a dependent in which information is not provided will, will result in being a policy that your dependent cannot utilize and you're not gonna be able to reclaim any reimbursement on it. We're open 8:00 AM to 8:00 PM Monday through Fridays Eastern time and can be reached at 800-497-4856. Please keep in mind that once you start working you have 30 days after your first paycheck to make any policy changes. Hope you have a wonderful rest of your day. I'd like to thank you so much for your time as well as for listening to my message.

Conversation Format

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

Speaker speaker_1: Please leave your message for 469-630-4754.

Speaker speaker_2: Good afternoon. My name is Francesca with Benefits in One Care looking to speak with Ms. Clark on behalf of OnTrack Staffing. We're calling regarding the enrollment form you processed online on March 12, yesterday, asking for coverage for your family. Unfortunately, currently, you did not provide your spouse's information. For the time being, we'll go ahead and process your enrollment to employee plus child only since that was the only information you provided. Reason being, a policy for a dependent in which information is not provided will, will result in being a policy that your dependent cannot utilize and you're not gonna be able to reclaim any reimbursement on it. We're open 8:00 AM to 8:00 PM Monday through Fridays Eastern time and can be reached at 800-497-4856. Please keep in mind that once you start working you have 30 days after your first paycheck to make any policy changes. Hope you have a wonderful rest of your day. I'd like to thank you so much for your time as well as for listening to my message.