

## **Transcript: Francesca**

**Baez-5764831043043328-4839104898580480**

### **Full Transcript**

Your 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. My name is Francesca ... current, calling to speak with Jose on behalf of Axa Global. We're calling to inform you that we have received the affidavit for your spouse to be on your policy. However, ma'am, um, Axa was advised to you on March 17th, 2025 at 2:31 p.m. in the afternoon. You didn't provide your spouse with information so your policy will switch over to employee only due to the fact that if you put a policy for a dependents, which information you're not providing, your dependent is not gonna be able to utilize the policy and you won't be able to claim a policy. For the time being, with your policy as it is, employee only, we advise you to keep in mind they do have to be insured the entire time that you are . Your personal enrollment, for your very last day for enrollment is going to be April 6th, 2025. We are closed Saturday, Sundays. Open 8:00 A.M. Monday through Friday, 6:00 p.m. Eastern Time. Have a good day. Thank you for your time on listening to us.

### **Conversation Format**

Speaker speaker\_0: Your 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. My name is Francesca ... current, calling to speak with Jose on behalf of Axa Global. We're calling to inform you that we have received the affidavit for your spouse to be on your policy. However, ma'am, um, Axa was advised to you on March 17th, 2025 at 2:31 p.m. in the afternoon. You didn't provide your spouse with information so your policy will switch over to employee only due to the fact that if you put a policy for a dependents, which information you're not providing, your dependent is not gonna be able to utilize the policy and you won't be able to claim a policy. For the time being, with your policy as it is, employee only, we advise you to keep in mind they do have to be insured the entire time that you are . Your personal enrollment, for your very last day for enrollment is going to be April 6th, 2025. We are closed Saturday, Sundays. Open 8:00 A.M. Monday through Friday, 6:00 p.m. Eastern Time. Have a good day. Thank you for your time on listening to us.