

## **Transcript: Francesca**

**Baez-5953782928687104-4628699886960640**

### **Full Transcript**

... leave a message at the beep. At the tone, please record your message. When you have finished recording, you may hang up or press one for more options. Good afternoon, Ms. Jones. I'm Francesca Benefits, and I'm currently giving you a call on behalf of your staffing company, On Track Staffing. I'm calling in regards to the online enrollment form that you filled out yesterday online for the health insurance. You selected for benefits for yourself and child but however, you didn't provide the child's information for the policy. Unfortunately, a policy with a dependent without their information will be covered, so they will be unable to utilize and you will be unable to claim a reimbursement for it. For the moment, the policy will be switched over to employee only. In the event that you would like to add the child to the policy, please give us a call back at 800-497-4856 and we'll be more than happy to assist you with this. Keep in mind that once you start working, you have 30 days after that first paycheck to make any enrollment coverage decisions. Thank you for listening to this message as well as your time. I hope you have a wonderful rest of your day.

### **Conversation Format**

Speaker speaker\_0: ... leave a message at the beep.

Speaker speaker\_1: At the tone, please record your message. When you have finished recording, you may hang up or press one for more options.

Speaker speaker\_0: Good afternoon, Ms. Jones. I'm Francesca Benefits, and I'm currently giving you a call on behalf of your staffing company, On Track Staffing. I'm calling in regards to the online enrollment form that you filled out yesterday online for the health insurance. You selected for benefits for yourself and child but however, you didn't provide the child's information for the policy. Unfortunately, a policy with a dependent without their information will be covered, so they will be unable to utilize and you will be unable to claim a reimbursement for it. For the moment, the policy will be switched over to employee only. In the event that you would like to add the child to the policy, please give us a call back at 800-497-4856 and we'll be more than happy to assist you with this. Keep in mind that once you start working, you have 30 days after that first paycheck to make any enrollment coverage decisions. Thank you for listening to this message as well as your time. I hope you have a wonderful rest of your day.