

Transcript: Francesca

Baez-5982683048755200-5547839974064128

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Good afternoon. My name is Francesca with Benefits in a Card, looking to speak with Mr. Lee on behalf of Focus Workforce Management. Who? Yes, sir. My name is Francesca with Benefits in a Card. I'm looking to speak with Preston Lee on behalf of Focus Workforce Management. Yes, ma'am. Yes, sir. We're calling regarding an online enrollment you submitted on March 7th, 2025 for benefits for dental, medical, preventative, and vision for yourself and family. Yes. Unfortunately, you did not provide your spouse's or children's information, so we were needing that information in order for that policy to be processed. I was calling to see- Oh. ... if you can provide them. Um, I'd have to dig for it because I don't know it right off the bat. Mm-hmm. But is there a way I can text you or call you when I have it? Yes, sir. You can give us a callback once you have it. I'll send you an email as a reminder. And then for the system purposes, we'll go ahead and switch it to employee only for now. Okay? All right. Thank you. Of course. Thank you for your time. Have a great day. You too. Thank you. Bye-bye.

Conversation Format

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

Speaker speaker_1: Good afternoon. My name is Francesca with Benefits in a Card, looking to speak with Mr. Lee on behalf of Focus Workforce Management.

Speaker speaker_2: Who?

Speaker speaker_1: Yes, sir. My name is Francesca with Benefits in a Card. I'm looking to speak with Preston Lee on behalf of Focus Workforce Management.

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Yes, sir. We're calling regarding an online enrollment you submitted on March 7th, 2025 for benefits for dental, medical, preventative, and vision for yourself and family.

Speaker speaker_2: Yes.

Speaker speaker_1: Unfortunately, you did not provide your spouse's or children's information, so we were needing that information in order for that policy to be processed. I was calling to see-

Speaker speaker_2: Oh.

Speaker speaker_1: ... if you can provide them.

Speaker speaker_2: Um, I'd have to dig for it because I don't know it right off the bat.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: But is there a way I can text you or call you when I have it?

Speaker speaker_1: Yes, sir. You can give us a callback once you have it. I'll send you an email as a reminder. And then for the system purposes, we'll go ahead and switch it to employee only for now. Okay?

Speaker speaker_2: All right. Thank you.

Speaker speaker_1: Of course. Thank you for your time. Have a great day.

Speaker speaker_2: You too.

Speaker speaker_1: Thank you. Bye-bye.