

## **Transcript: Francesca**

**Baez-6082082810281984-5648166089572352**

### **Full Transcript**

Your call has been forwarded to voicemail. 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, Mr. Reyes. My name is Francesca, with Benefits in a Card, calling on behalf of Superior Skill Chase. I was calling about the question I had asked, if your son was put on the policy, where he had confirmed that yes. I am calling because as I am looking at your account, I see that where his-- where his son, sorry, not you, where his son put the information about him in the policy, it was in the old policy where his name and his information missed. But when they called on May 2, which we could not communicate with you, the front office changed the registration for employees only. It is possible that your son may have one or two weeks of coverage while they process the update of his policy, where his son would be with you again in the policy. If you have any questions about this, give us a call back at 800-497-4856. There could be one or two deductions of \$36.86 instead of \$65.60 while the policy change is made where your son would be with you again in his active policy. Have a good day. Thank you for your time.

### **Conversation Format**

Speaker speaker\_0: Your call has been forwarded to voicemail. 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\_1: Good afternoon, Mr. Reyes. My name is Francesca, with Benefits in a Card, calling on behalf of Superior Skill Chase. I was calling about the question I had asked, if your son was put on the policy, where he had confirmed that yes. I am calling because as I am looking at your account, I see that where his-- where his son, sorry, not you, where his son put the information about him in the policy, it was in the old policy where his name and his information missed. But when they called on May 2, which we could not communicate with you, the front office changed the registration for employees only. It is possible that your son may have one or two weeks of coverage while they process the update of his policy, where his son would be with you again in the policy. If you have any questions about this, give us a call back at 800-497-4856. There could be one or two deductions of \$36.86 instead of \$65.60 while the policy change is made where your son would be with you again in his active policy. Have a good day. Thank you for your time.