

Transcript: Francesca

Baez-6113091205251072-5292995587129344

Full Transcript

I am a- Your call may be monitored or recorded for quality assurance purposes. ... Google personal assistant reporting a faulted person you're trying to reach. Before I try to connect you, can I ask what you're calling about? Yes, hello. Health insurance with the staffing company. Okay. One last thing before I transfer you. Can I ask who I'm speaking to? My name is Francesca with Benefits in a Card. Okay. Let me try to get the person you're trying to reach on the line. Thank you. Sorry, but they're not able to take the call. I already shared our conversation, but if you'd like to add anything else, please feel free to do so now. Please give Benefits in a Card a callback at 800-497-4856. The health insurance request for coverage processed today, February 12th, 2025, is missing the dependent spouse information. It will be switched over to employee only. A policy for a dependent for which dependent information has not been provided will be a policy the dependent cannot utilize and you will not be able to request a reimbursement on. Have a wonderful rest of your day.

Conversation Format

Speaker speaker_0: I am a-

Speaker speaker_1: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_0: ... Google personal assistant reporting a faulted person you're trying to reach. Before I try to connect you, can I ask what you're calling about?

Speaker speaker_2: Yes, hello. Health insurance with the staffing company.

Speaker speaker_0: Okay. One last thing before I transfer you. Can I ask who I'm speaking to?

Speaker speaker_2: My name is Francesca with Benefits in a Card.

Speaker speaker_0: Okay. Let me try to get the person you're trying to reach on the line.

Speaker speaker_2: Thank you.

Speaker speaker_0: Sorry, but they're not able to take the call. I already shared our conversation, but if you'd like to add anything else, please feel free to do so now.

Speaker speaker_2: Please give Benefits in a Card a callback at 800-497-4856. The health insurance request for coverage processed today, February 12th, 2025, is missing the dependent spouse information. It will be switched over to employee only. A policy for a

dependent for which dependent information has not been provided will be a policy the dependent cannot utilize and you will not be able to request a reimbursement on. Have a wonderful rest of your day.