

Transcript: Francesca

Baez-6180920452235264-5906145624506368

Full Transcript

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 morning. My name is Francesca with BenefitsNL card, looking to speak with Mr. Floyd on behalf of OnTrack Staffing. I'm calling in regards to the pending enrollment you processed online for benefits for yourself and spouse. However, unfortunately, you did not provide your spouse's information. For the moment, the policy is gonna be switched over to employee only due to the fact that if you have a policy for a dependent without that dependent information, said dependent will not be able to utilize their benefits. You will not be able to claim a reimbursement for coverage that your dependent was unable to utilize either. Keeping in mind that once you start working with your staffing company, you have 30 days after your first paycheck to make any policy changes. For the moment, the policy will be switched over to employee only. In the event that you still would like to add your spouse to the policy, please give us a call back at 800-497-4856 so that we can assist you further. I hope you have a wonderful rest of your day, and thank you as well for listening to this message.

Conversation Format

Speaker speaker_0: 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.

Speaker speaker_1: Good morning. My name is Francesca with BenefitsNL card, looking to speak with Mr. Floyd on behalf of OnTrack Staffing. I'm calling in regards to the pending enrollment you processed online for benefits for yourself and spouse. However, unfortunately, you did not provide your spouse's information. For the moment, the policy is gonna be switched over to employee only due to the fact that if you have a policy for a dependent without that dependent information, said dependent will not be able to utilize their benefits. You will not be able to claim a reimbursement for coverage that your dependent was unable to utilize either. Keeping in mind that once you start working with your staffing company, you have 30 days after your first paycheck to make any policy changes. For the moment, the policy will be switched over to employee only. In the event that you still would like to add your spouse to the policy, please give us a call back at 800-497-4856 so that we can assist you further. I hope you have a wonderful rest of your day, and thank you as well for listening to this message.