

## **Transcript: Francesca**

**Baez-6191755138744320-5369673366683648**

### **Full Transcript**

Your call is being forwarded to an automated voice message system. Two, seven, zero, four, zero, one, five, two, three, nine is not available. At the tone, please record your message. When you have finished recording, you may hang up or press one for more options. Good afternoon. My name is Francesca at BenefitsNet Card looking to speak with Mr. Charlin on behalf of Search Staffing. I'm calling regarding the enrollment you processed online for services for yourself and spouse on February 18th, 2023. Sir, you did not provide your spouse's information. A policy for dependents for which dependents' information has not been provided will be a policy that dependent cannot utilize and you will not be able to request a reimbursement on. For the time being, since we were unable to speak with you, we'll go ahead and switch your enrollment to employee-only. In the event that you are still interested in adding your spouse to this policy, please give us a call back at 800-497-4856 keeping in mind that you're only eligible to make changes to the policy within the first 30 days after your first paycheck. We do hope you have a wonderful rest of your day. Thank you for your time today as well as for listening to the message I have left you.

### **Conversation Format**

Speaker speaker\_0: Your call is being forwarded to an automated voice message system. Two, seven, zero, four, zero, one, five, two, three, nine is not available. At the tone, please record your message. When you have finished recording, you may hang up or press one for more options.

Speaker speaker\_1: Good afternoon. My name is Francesca at BenefitsNet Card looking to speak with Mr. Charlin on behalf of Search Staffing. I'm calling regarding the enrollment you processed online for services for yourself and spouse on February 18th, 2023. Sir, you did not provide your spouse's information. A policy for dependents for which dependents' information has not been provided will be a policy that dependent cannot utilize and you will not be able to request a reimbursement on. For the time being, since we were unable to speak with you, we'll go ahead and switch your enrollment to employee-only. In the event that you are still interested in adding your spouse to this policy, please give us a call back at 800-497-4856 keeping in mind that you're only eligible to make changes to the policy within the first 30 days after your first paycheck. We do hope you have a wonderful rest of your day. Thank you for your time today as well as for listening to the message I have left you.