

## **Transcript: Francesca**

**Baez-6414238532288512-4726135325245440**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Please leave your message for 570-9144-186. Good afternoon, Mr. Eskewi. My name is Francesca Beneficino-Carr, giving you a call on behalf of Focus Workforce Management. I'm calling in regards to the pending enrollment for dental services for yourself and spouse. Unfortunately, we cannot provide your spouse's information. A policy without the dependent's information will be a policy said dependent will be unable to utilize. For the moment, your coverage is going to be switched over to employee-only. In the event that you would still like to add your spouse to the policy, please give us a call back, 500-497-4856. They're open 8:00 AM to 8:00 PM Monday through Fridays Eastern time, keeping in mind that you do have to be eligible to make coverage changes. I hope you have a wonderful rest of your day. Thank you for your time today as well as for listening to our message.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Please leave your message for 570-9144-186.

Speaker speaker\_2: Good afternoon, Mr. Eskewi. My name is Francesca Beneficino-Carr, giving you a call on behalf of Focus Workforce Management. I'm calling in regards to the pending enrollment for dental services for yourself and spouse. Unfortunately, we cannot provide your spouse's information. A policy without the dependent's information will be a policy said dependent will be unable to utilize. For the moment, your coverage is going to be switched over to employee-only. In the event that you would still like to add your spouse to the policy, please give us a call back, 500-497-4856. They're open 8:00 AM to 8:00 PM Monday through Fridays Eastern time, keeping in mind that you do have to be eligible to make coverage changes. I hope you have a wonderful rest of your day. Thank you for your time today as well as for listening to our message.