

Transcript: Francesca

Baez-6443536361766912-4792633544196096

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hello. What's going on? Hey, my name is Francesca Benefits and Card, looking to speak with Mr. Martin Lann on behalf of Associated Staffing. Good morning, my name is Francesca Benefits and Card, giving a call to Mr. Martin Lann on behalf of Associated Staffing. We're calling in regards to the enrollment that you have pending, which you processed online for medical and vision for yourself and family. Mr. Martin, you did not provide your dependents' information. As of right now, your enrollment will have to be changed to employee only, due to the fact that once you're outside of your personal enrollment period, which... Excuse me. Um, which is when the time that you'll be eligible to make enrollments into the benefits that your staffing company offers. You will not be able to add those dependents. You'll be paying for a policy that your dependents are not able to utilize, and you will not be able to claim a reimbursement due to the information for the dependent not being provided. As of right now, we're going to switch you over to employee-only coverage. The event that you would still like to go ahead and add your staffing company's, I mean, your dependent's information, your staffing company's open enrollment period will be ending January 31st. You have 'til then to do so, to switch it back to employee and family and put the dependent's information. In the event that you need assistance in doing so, please feel free to give us a call back. We're open 8:00 AM to 8:00 PM Monday through Fridays Eastern Time. Hope you have a wonderful rest of your day, and thank you for your time today and listening to this message.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Hello. What's going on?

Speaker speaker_2: Hey, my name is Francesca Benefits and Card, looking to speak with Mr. Martin Lann on behalf of Associated Staffing. Good morning, my name is Francesca Benefits and Card, giving a call to Mr. Martin Lann on behalf of Associated Staffing. We're calling in regards to the enrollment that you have pending, which you processed online for medical and vision for yourself and family. Mr. Martin, you did not provide your dependents' information. As of right now, your enrollment will have to be changed to employee only, due to the fact that once you're outside of your personal enrollment period, which... Excuse me. Um, which is when the time that you'll be eligible to make enrollments into the benefits that your staffing company offers. You will not be able to add those dependents. You'll be paying for a policy that your dependents are not able to utilize, and you will not be able to claim a reimbursement

due to the information for the dependent not being provided. As of right now, we're going to switch you over to employee-only coverage. The event that you would still like to go ahead and add your staffing company's, I mean, your dependent's information, your staffing company's open enrollment period will be ending January 31st. You have 'til then to do so, to switch it back to employee and family and put the dependent's information. In the event that you need assistance in doing so, please feel free to give us a call back. We're open 8:00 AM to 8:00 PM Monday through Fridays Eastern Time. Hope you have a wonderful rest of your day, and thank you for your time today and listening to this message.