

## **Transcript: Francesca**

**Baez-6559135107170304-4532727107338240**

### **Full Transcript**

... has been forwarded to a- Your call may be monitored or recorded if you select service. ... automatic voice message system. Three, one, seven, four, four, one, two, eight, nine, four 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 Benefits, and I'm currently going to speak with Mr. Wade on behalf of Integrity Shared Services. We're calling in regards to your petition for benefits for yourself and family. Unfortunately, sir, you did not provide the family's information. For the moment, we'll have to process your enrollment for employee only. If your policy does not have the dependent's information that you're selecting coverage on, your dependents will not be able to utilize the services. In the event that you would still like to add them back into the policy, please give us a call back at 800-497-4856 open 8:00 AM to 8:00 PM Monday through Friday, Eastern Time. I hope you have a wonderful rest of your day.

### **Conversation Format**

Speaker speaker\_0: ... has been forwarded to a-

Speaker speaker\_1: Your call may be monitored or recorded if you select service.

Speaker speaker\_0: ... automatic voice message system.

Speaker speaker\_2: Three, one, seven, four, four, one, two, eight, nine, four 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\_3: Good afternoon. My name is Francesca Benefits, and I'm currently going to speak with Mr. Wade on behalf of Integrity Shared Services. We're calling in regards to your petition for benefits for yourself and family. Unfortunately, sir, you did not provide the family's information. For the moment, we'll have to process your enrollment for employee only. If your policy does not have the dependent's information that you're selecting coverage on, your dependents will not be able to utilize the services. In the event that you would still like to add them back into the policy, please give us a call back at 800-497-4856 open 8:00 AM to 8:00 PM Monday through Friday, Eastern Time. I hope you have a wonderful rest of your day.