

Transcript: Francesca

Baez-6606826927996928-6482571175313408

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. 3-6-2-3-0-8-1-4-4 is not available. Good afternoon. My name is Francesca looking to speak with Mr. Massey on behalf of Hospitality Staffing Solutions. We're calling about the enrollment form from March 20th, 2022 where you selected dental and life insurance for yourself and family. However, sir, you did not provide your spouse or your child's information. For the time being, we'll go ahead and process your enrollment for employee only due to the fact that a policy without a dependent's information will be a policy those dependents will not be able to utilize. And you're not going to be able to claim reimbursement for services that were not used. In the event that you would like to still add the family to the policy, you will be called back at 800-497-4856. Keeping in mind that once you start working and receive your first paycheck, you have 30 days after that first paycheck to make any policy changes. We are open 8:00 AM to 8:00 PM Monday through Fridays Eastern Time.

Conversation Format

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

Speaker speaker_1: 3-6-2-3-0-8-1-4-4 is not available.

Speaker speaker_2: Good afternoon. My name is Francesca looking to speak with Mr. Massey on behalf of Hospitality Staffing Solutions. We're calling about the enrollment form from March 20th, 2022 where you selected dental and life insurance for yourself and family. However, sir, you did not provide your spouse or your child's information. For the time being, we'll go ahead and process your enrollment for employee only due to the fact that a policy without a dependent's information will be a policy those dependents will not be able to utilize. And you're not going to be able to claim reimbursement for services that were not used. In the event that you would like to still add the family to the policy, you will be called back at 800-497-4856. Keeping in mind that once you start working and receive your first paycheck, you have 30 days after that first paycheck to make any policy changes. We are open 8:00 AM to 8:00 PM Monday through Fridays Eastern Time.