

Transcript: Francesca

Baez-6734215755120640-6009277486252032

Full Transcript

Your call has been forwarded to voicemail. Your call may be monitored or recorded for quality assurance purposes. The person you're trying to reach is not available. At the tone, please record your message. When you have finished recording, you may hang up. Good afternoon, Mr. Fitz. My name is Francesca with Benefits in a Card Getting recall and focus work was passing. I'm calling regarding an enrollment form you submitted requesting to have coverage for your children's spouse. Unfortunately, sir, you did not provide your spouse's full information. We cannot submit her as a dependent with just first and last name. If you could please give us a call back at 800-497-4856 in the event that you would still like to add her to the policy to provide the missing information on her date of birth and social. For the time being, your policy has been pushed over to employee only due to the fact that a policy for independence for which dependent's information is not submitted will result in being a policy that the dependent cannot utilize and you as the policy holder cannot request a reimbursement for it. I hope you have a wonderful rest of your day. Once again, we're open 8:00 AM to 8:00 PM Monday through Fridays Eastern Time. Have a great one.

Conversation Format

Speaker speaker_0: Your call has been forwarded to voicemail.

Speaker speaker_1: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_0: The person you're trying to reach is not available. At the tone, please record your message. When you have finished recording, you may hang up.

Speaker speaker_2: Good afternoon, Mr. Fitz. My name is Francesca with Benefits in a Card Getting recall and focus work was passing. I'm calling regarding an enrollment form you submitted requesting to have coverage for your children's spouse. Unfortunately, sir, you did not provide your spouse's full information. We cannot submit her as a dependent with just first and last name. If you could please give us a call back at 800-497-4856 in the event that you would still like to add her to the policy to provide the missing information on her date of birth and social. For the time being, your policy has been pushed over to employee only due to the fact that a policy for independence for which dependent's information is not submitted will result in being a policy that the dependent cannot utilize and you as the policy holder cannot request a reimbursement for it. I hope you have a wonderful rest of your day. Once again, we're open 8:00 AM to 8:00 PM Monday through Fridays Eastern Time. Have a great one.