

## **Transcript: Francesca**

**Baez-4554786680127488-6476491312906240**

### **Full Transcript**

Your call has been forwarded to voice mail. Your call is being 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. My name is Francesca benefits in your car looking to speak with Ms. Sherry on behalf of Focus Workforce Management. We're calling in regards to the pending enrollment process on the 24th for coverage for yourself and child. However, it does show here that you also selected... I mean that you also added, sorry, your spouse as a dependent on the policy. But the benefits selected were only for employee and child. At the moment, we'll go ahead and deactivate your spouse from the policy. If you actually wanted to also add your spouse into the policy, please deal with a call back at 800-497 so that we can go ahead and switch your services over to employee plus child... I mean to employee plus family. Have a wonderful rest of your day. Thank you for your time.

### **Conversation Format**

Speaker speaker\_0: Your call has been forwarded to voice mail. Your call is being monitored or recorded for quality assurance purposes.

Speaker speaker\_1: 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. My name is Francesca benefits in your car looking to speak with Ms. Sherry on behalf of Focus Workforce Management. We're calling in regards to the pending enrollment process on the 24th for coverage for yourself and child. However, it does show here that you also selected... I mean that you also added, sorry, your spouse as a dependent on the policy. But the benefits selected were only for employee and child. At the moment, we'll go ahead and deactivate your spouse from the policy. If you actually wanted to also add your spouse into the policy, please deal with a call back at 800-497 so that we can go ahead and switch your services over to employee plus child... I mean to employee plus family. Have a wonderful rest of your day. Thank you for your time.