

## **Transcript: Francesca**

**Baez-4650822653493248-5712908936593408**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Please leave your message for... Chastity Smith. Good afternoon, Smith. My name is Francesca giving you a call on behalf of MAU Staffing. We're calling regarding an enrollment form received, which you filled out and signed during February 14th, 2025, in which you were selecting benefits for yourself employee only, but did put in your spouse, Douglas Moor, onto it as a dependent. We were calling to see if you were trying to have coverage for yourself and spouse into the policy and forgot to select coverage for that level, or if by any chance there was a mistake that you added his information to the form. For the time being, we'll deactivate him as a dependent on the policy. So after this, the only way he will have coverage is if you give us a callback where we will process the policy and change it for it to be employee and spouse instead. We are open 8:00 AM to 8:00 PM Monday through Fridays Eastern Time. In the event that you have any questions or further needs, feel free to give us a callback, keeping in mind that you are eligible for enrollment within a certain timeframe. Once you receive your first paycheck, you have 30 days after that prior take, pa- first pay check, sorry, to make enrollment changes. Hope you have a wonderful rest of your day and thank you for your time today.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Please leave your message for...

Speaker speaker\_2: Chastity Smith.

Speaker speaker\_3: Good afternoon, Smith. My name is Francesca giving you a call on behalf of MAU Staffing. We're calling regarding an enrollment form received, which you filled out and signed during February 14th, 2025, in which you were selecting benefits for yourself employee only, but did put in your spouse, Douglas Moor, onto it as a dependent. We were calling to see if you were trying to have coverage for yourself and spouse into the policy and forgot to select coverage for that level, or if by any chance there was a mistake that you added his information to the form. For the time being, we'll deactivate him as a dependent on the policy. So after this, the only way he will have coverage is if you give us a callback where we will process the policy and change it for it to be employee and spouse instead. We are open 8:00 AM to 8:00 PM Monday through Fridays Eastern Time. In the event that you have any questions or further needs, feel free to give us a callback, keeping in mind that you are eligible for enrollment within a certain timeframe. Once you receive your first paycheck, you have 30

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