

## **Transcript: Francesca**

**Baez-4785508458872832-4670094097694720**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Please leave your message for 696-0149 4. Good morning, my name is Francesca at BenefitsIntercare. I'm calling to speak with Mr. Cannon on behalf of Focus Workforce Management. We're calling in the inquire to e- enroll into benefits that you submitted for yourself and family. Unfortunately, ma'am, you only provided your children's information. We did not receive a spouse information. For the time being, we'll switch it to employee plus child due to the fact that a policy for a dependent which information is not provided will result in being a policy that your dependent is unable to utilize and you will not be able to claim a reimbursement form. For the time being, we'll go ahead and switch the enrollment. In the event that you would like to go ahead and put it back to employee and family, please leave us a call back at 497-4856 open 8:00 A.M. to 8:00 P.M. Monday through Fridays Eastern Time. I hope you have a wonderful rest of your day, and thank you for your time in listening to my message 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 696-0149 4.

Speaker speaker\_2: Good morning, my name is Francesca at BenefitsIntercare. I'm calling to speak with Mr. Cannon on behalf of Focus Workforce Management. We're calling in the inquire to e- enroll into benefits that you submitted for yourself and family. Unfortunately, ma'am, you only provided your children's information. We did not receive a spouse information. For the time being, we'll switch it to employee plus child due to the fact that a policy for a dependent which information is not provided will result in being a policy that your dependent is unable to utilize and you will not be able to claim a reimbursement form. For the time being, we'll go ahead and switch the enrollment. In the event that you would like to go ahead and put it back to employee and family, please leave us a call back at 497-4856 open 8:00 A.M. to 8:00 P.M. Monday through Fridays Eastern Time. I hope you have a wonderful rest of your day, and thank you for your time in listening to my message today.