Transcript: Franchesca Baez-4818274521235456-6592613826478080

Full Transcript

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. Smith. My name is Francesca with Benefits 10-0 Card giving you a call on behalf of OnTrack Staffing. We're calling in regards to a pending online enrollment you were submitting today. Um, during which you changed your first name, sir, from Eric to Eric 817. So I wanted to verify with you whether or not that is correct. As well as the fact that you were requesting coverage for yourself and child. However, sir, you did not provide the child's information. A policy for a dependent for which dependent's information is not provided will be a policy that that dependent is unable to utilize and you will be not able to request a reimbursement on benefits either. For the time being, your coverage selection will be switched over to employee only till we have that child's information. In the event that you need further assistance, feel free to give us a callback. We're open 8:00 AM to 2:00 PM Monday through Fridays Eastern time. Hope you have a wonderful rest of your day. Thank you for your time as well as for listening to this message.

Conversation Format

Speaker speaker_0: 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.

Speaker speaker_1: Good afternoon, Mr. Smith. My name is Francesca with Benefits 10-0 Card giving you a call on behalf of OnTrack Staffing. We're calling in regards to a pending online enrollment you were submitting today. Um, during which you changed your first name, sir, from Eric to Eric 817. So I wanted to verify with you whether or not that is correct. As well as the fact that you were requesting coverage for yourself and child. However, sir, you did not provide the child's information. A policy for a dependent for which dependent's information is not provided will be a policy that that dependent is unable to utilize and you will be not able to request a reimbursement on benefits either. For the time being, your coverage selection will be switched over to employee only till we have that child's information. In the event that you need further assistance, feel free to give us a callback. We're open 8:00 AM to 2:00 PM Monday through Fridays Eastern time. Hope you have a wonderful rest of your day. Thank you for your time as well as for listening to this message.