

Transcript: Francesca

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Your call has been forwarded to voicemail. 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 morning. My name is Francesca Benefits in your car, looking to speak with Miss Mesago on behalf of WorkShare Strategies. I'm calling regarding the request for the enrollment where you selected to have medical and dental benefits for yourself and family. Um, however, ma'am, you only provided your child's information. We're still missing a spouse information to make it an employee plus family. For the time being, your selection will be dropped down to employee and child only due to the fact that a policy for a dependent which information is not provided is unfortunately a policy your dependent won't be able to utilize, and you're not going to be able to request a reimbursement for benefits that your dependent have not been able to utilize. In the event that you would like to add back the spouse or dependent to the policy, you will see a call back at 800-497-4856. We're open 8:00 AM to 8:00 PM Monday through Fridays Eastern Time. Thank you very much.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Your call has been forwarded to voicemail. 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 morning. My name is Francesca Benefits in your car, looking to speak with Miss Mesago on behalf of WorkShare Strategies. I'm calling regarding the request for the enrollment where you selected to have medical and dental benefits for yourself and family. Um, however, ma'am, you only provided your child's information. We're still missing a spouse information to make it an employee plus family. For the time being, your selection will be dropped down to employee and child only due to the fact that a policy for a dependent which information is not provided is unfortunately a policy your dependent won't be able to utilize, and you're not going to be able to request a reimbursement for benefits that your dependent have not been able to utilize. In the event that you would like to add back the spouse or dependent to the policy, you will see a call back at 800-497-4856. We're open 8:00 AM to 8:00 PM Monday through Fridays Eastern Time. Thank you very much.