

Transcript: Franchesca

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. You've reached Jessica Norton. Leave a voicemail. Good afternoon. My name is Francesca Benefits, and I'm calling looking to speak with Ms. Norton on behalf of Focus Workforce Management. We're giving you a call regarding the enrollment request you submitted online for benefits for yourself and child. Unfortunately, you did not provide the child's information for the policy, a policy for a dependent which information is not provided. ... your dependent is not able to utilize and you're not able to claim a reimbursement for the coverage that was not used. For the time being, the policy's gonna be switched over for employee only. In the event that yes, you would like to have that child covered, please give us a callback at 800-497-4856 to add them back into a policy. Keeping in mind that you have 30 days after your first paycheck for eligibility to make those changes. We're open eight a.m. to eight p.m. Monday through Friday, Eastern Time, and hope you have a wonderful rest of your day.

Conversation Format

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

Speaker speaker_1: You've reached Jessica Norton. Leave a voicemail.

Speaker speaker_2: Good afternoon. My name is Francesca Benefits, and I'm calling looking to speak with Ms. Norton on behalf of Focus Workforce Management. We're giving you a call regarding the enrollment request you submitted online for benefits for yourself and child. Unfortunately, you did not provide the child's information for the policy, a policy for a dependent which information is not provided. ... your dependent is not able to utilize and you're not able to claim a reimbursement for the coverage that was not used. For the time being, the policy's gonna be switched over for employee only. In the event that yes, you would like to have that child covered, please give us a callback at 800-497-4856 to add them back into a policy. Keeping in mind that you have 30 days after your first paycheck for eligibility to make those changes. We're open eight a.m. to eight p.m. Monday through Friday, Eastern Time, and hope you have a wonderful rest of your day.