

## **Transcript: Franchesca**

**Baez-5110455832068096-6088417947598848**

### **Full Transcript**

Your call is being monitored for quality assurance purposes. En este momento no puedo contestarle. Deje su mensaje y le regreso la llamada más tarde. Is not available. At the tone, please record your message. When you have finished recording, you may hang up or press one for more options. Good afternoon, my name is Francisca with Benefits North Carlos. I'm going to speak with Mr. Garcia on behalf of Focus Workforce Management about the online registration that he did on March 1st, 2025 for the benefits of you and your wife. Unfortunately, Mr. Garcia did not give us the information about your wife. We would need the dependent's information in order to be able to process an enrollment, given that an enrollment for an independent without their information would be a coverage that your dependent can't use. You're not going to be able to claim a reimbursement for that coverage. For now, we're going to leave the coverage for an employee solely for 2020. If you still want to put your spouse in the coverage, give us a call back at 800-497-4856. We're open Monday through Friday from 8 AM to 08:00 PM Eastern Time. I hope you have a very good day. Thank you very much for your time. As always, you can listen to my message. Have a good day.

### **Conversation Format**

Speaker speaker\_0: Your call is being monitored for quality assurance purposes.

Speaker speaker\_1: En este momento no puedo contestarle. Deje su mensaje y le regreso la llamada más tarde.

Speaker speaker\_0: Is not available. At the tone, please record your message. When you have finished recording, you may hang up or press one for more options.

Speaker speaker\_2: Good afternoon, my name is Francisca with Benefits North Carlos. I'm going to speak with Mr. Garcia on behalf of Focus Workforce Management about the online registration that he did on March 1st, 2025 for the benefits of you and your wife. Unfortunately, Mr. Garcia did not give us the information about your wife. We would need the dependent's information in order to be able to process an enrollment, given that an enrollment for an independent without their information would be a coverage that your dependent can't use. You're not going to be able to claim a reimbursement for that coverage. For now, we're going to leave the coverage for an employee solely for 2020. If you still want to put your spouse in the coverage, give us a call back at 800-497-4856. We're open Monday through Friday from 8 AM to 08:00 PM Eastern Time. I hope you have a very good day. Thank you very much for your time. As always, you can listen to my message. Have a good day.