

## **Transcript: Francesca**

**Baez-5158565409767424-5081693816668160**

### **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 afternoon. My name is Francesca, calling with to speak with Mr. Middleton on behalf of Search Staffing. We're calling regarding an enrollment form you submitted online for yourself and family, in which you didn't provide the family's information for the spouse or the children. For the time being, we'll go ahead and switch all coverage selected for employee only due to the fact that a policy for a dependent for which information is not submitted will be a policy that your dependents are not able to use, and you will not be able to request reimbursement on those services. In the event that you would still like to add them to a policy, feel free to give us a call back at 800-497-4856. We'll assist you. We're open 8:00 AM to 8:00 PM Monday through Fridays Eastern time. I do hope you have a wonderful rest of your day. Thank you for your time today as well as for taking the time to listen to my message.

### **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 afternoon. My name is Francesca, calling with to speak with Mr. Middleton on behalf of Search Staffing. We're calling regarding an enrollment form you submitted online for yourself and family, in which you didn't provide the family's information for the spouse or the children. For the time being, we'll go ahead and switch all coverage selected for employee only due to the fact that a policy for a dependent for which information is not submitted will be a policy that your dependents are not able to use, and you will not be able to request reimbursement on those services. In the event that you would still like to add them to a policy, feel free to give us a call back at 800-497-4856. We'll assist you. We're open 8:00 AM to 8:00 PM Monday through Fridays Eastern time. I do hope you have a wonderful rest of your day. Thank you for your time today as well as for taking the time to listen to my message.