

## **Transcript: Francesca**

**Baez-5183331979542528-6539203578216448**

### **Full Transcript**

... number- Your call may be monitored or recorded for quality assurance purposes. ... 786-813-9697 can't take your call now. At the tone, please record your message. When you've finished recording, simply hang up or press # for further options. Good afternoon, Mr. Norio Abrillo. My name is Francesca of Benefits in a Cart, giving you a call on behalf of your employer, Focus Web Force Management. We're giving you a call today in regards to the online enrollment request from February 14th, where you requested benefits for yourself and your spouse. However, you didn't provide a spouse's information. A policy for which dependent information is not provided will be a policy said dependent will not be able to utilize and you will not be able to claim reimbursement for. For the time being, we're gonna go ahead and switch your policy over to employee only. In the event that you would still like to add your spouse to the policy, please give us a call back at 800-497-4856. We're open 8:00 AM to 2:00 PM Monday through Fridays Eastern time. You hope you have a wonderful rest of your day. Thank you so much for your time today as well as for listening to my message. Goodbye.

### **Conversation Format**

Speaker speaker\_0: ... number-

Speaker speaker\_1: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_0: ... 786-813-9697 can't take your call now. At the tone, please record your message. When you've finished recording, simply hang up or press # for further options.

Speaker speaker\_2: Good afternoon, Mr. Norio Abrillo. My name is Francesca of Benefits in a Cart, giving you a call on behalf of your employer, Focus Web Force Management. We're giving you a call today in regards to the online enrollment request from February 14th, where you requested benefits for yourself and your spouse. However, you didn't provide a spouse's information. A policy for which dependent information is not provided will be a policy said dependent will not be able to utilize and you will not be able to claim reimbursement for. For the time being, we're gonna go ahead and switch your policy over to employee only. In the event that you would still like to add your spouse to the policy, please give us a call back at 800-497-4856. We're open 8:00 AM to 2:00 PM Monday through Fridays Eastern time. You hope you have a wonderful rest of your day. Thank you so much for your time today as well as for listening to my message. Goodbye.