

Transcript: Francesca

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Full Transcript

Call has been forwarded- Your call may be monitored- ... to voicemail. ... or recorded for quality assurance- 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, Ms. Youngblood. My name is Francesca Benefits in your car, giving you a call on behalf of Surge Staffing. We're giving you a call in regards to the online enrollment that you made on the 17th. It shows that you were selecting coverage for yourself and your spouse. However, Ms. Youngblood, you did not provide the spouse's information. For the moment, we're gonna go ahead and switch it over to employee only. A policy without dependent's information will be a policy that your dependent will be unable to utilize the services for, and at the same time, it will also be a policy that you will be unable to claim reimbursements. Um, so you're only able to add that dependent during an open enrollment period or a qualified life event. Given that you would like to still add them, you will be called back at 800-497-4856. Keep in mind that once you do start working, you're going to have 30 days after that first paycheck to be able to make any enrollments. I do hope you have a wonderful rest of your day. Thank you so much for listening to this message.

Conversation Format

Speaker speaker_0: Call has been forwarded-

Speaker speaker_1: Your call may be monitored-

Speaker speaker_0: ... to voicemail.

Speaker speaker_1: ... or recorded for quality assurance-

Speaker speaker_0: 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, Ms. Youngblood. My name is Francesca Benefits in your car, giving you a call on behalf of Surge Staffing. We're giving you a call in regards to the online enrollment that you made on the 17th. It shows that you were selecting coverage for yourself and your spouse. However, Ms. Youngblood, you did not provide the spouse's information. For the moment, we're gonna go ahead and switch it over to employee only. A policy without dependent's information will be a policy that your dependent will be unable to utilize the services for, and at the same time, it will also be a policy that you will be unable to claim reimbursements. Um, so you're only able to add that dependent during an open

enrollment period or a qualified life event. Given that you would like to still add them, you will be called back at 800-497-4856. Keep in mind that once you do start working, you're going to have 30 days after that first paycheck to be able to make any enrollments. I do hope you have a wonderful rest of your day. Thank you so much for listening to this message.