

Transcript: Francesca

Baez-5348517559713792-5845496815468544

Full Transcript

... your call has been forwarded to an automated voice message system. Your call may be monitored or recorded for quality assurance purposes. Four, seven, zero, three, five, three, four, zero, nine, zero 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, Mr. Jackson. My name is Francesca benefits in a card, giving you a call on behalf of your staffing company, MAU Staffing. We're calling in regards to the submission of benefits from January 31st, 2023, where you had selected coverage for yourself and spouse. However, you also went ahead and selected... I mean, not selected but added your sons as well as your daughter's information. You put here Caleb and Evan as dependents, but you didn't select any family coverage. So we're calling to see if you forgot to include coverage for them or if it was just a mistake that you added them into the policy. For now, we'll go ahead and turn them off as dependents into the policy and leave everything as it is for employees or spouse. In the event that you need any further assistance, feel free to give us a call back at 800-497-4856, open 8:00 a.m. to 8:00 p.m. Monday through Fridays, Eastern Time.

Conversation Format

Speaker speaker_0: ... your call has been forwarded to an automated voice message system.

Speaker speaker_1: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_0: Four, seven, zero, three, five, three, four, zero, nine, zero 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, Mr. Jackson. My name is Francesca benefits in a card, giving you a call on behalf of your staffing company, MAU Staffing. We're calling in regards to the submission of benefits from January 31st, 2023, where you had selected coverage for yourself and spouse. However, you also went ahead and selected... I mean, not selected but added your sons as well as your daughter's information. You put here Caleb and Evan as dependents, but you didn't select any family coverage. So we're calling to see if you forgot to include coverage for them or if it was just a mistake that you added them into the policy. For now, we'll go ahead and turn them off as dependents into the policy and leave everything as it is for employees or spouse. In the event that you need any further assistance, feel free to give us a call back at 800-497-4856, open 8:00 a.m. to 8:00 p.m. Monday through Fridays, Eastern Time.