

Transcript: Franchesca

Baez-5413082096943104-5092502650961920

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Please leave your message for 293-2174. Good afternoon, Mr. Brown. My name is Francesca with Benefits in a Card, giving you a call on behalf of VVS Staffing. We're giving you a call in regards to an enrollment form you filled out on October 31st, 2024, where you had selected Life and Vision plan for yourself and family, um, as well as you had selected Primary Virtual Care for yourself and your spouse. Unfortunately, Mr. Brown, there's an issue with your enrollment being that your spouse was not included in the list of dependents that you provided. In order for it to be a family, we do require that spouse dependent to be on there as well. Um, the other thing being would only be that. For the moment, it is going to be processed as an enrollment for employee and childrens only. If you still wish to add your spouse to this policy, you will take call back at 497-4856. Hope you have a wonderful rest of your day. At the we have Shereen Fein. I have the need for her date of birth and social if possible. We're open 8:00 AM to 8:00 PM Monday through Fridays, Eastern Time.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Please leave your message for 293-2174.

Speaker speaker_2: Good afternoon, Mr. Brown. My name is Francesca with Benefits in a Card, giving you a call on behalf of VVS Staffing. We're giving you a call in regards to an enrollment form you filled out on October 31st, 2024, where you had selected Life and Vision plan for yourself and family, um, as well as you had selected Primary Virtual Care for yourself and your spouse. Unfortunately, Mr. Brown, there's an issue with your enrollment being that your spouse was not included in the list of dependents that you provided. In order for it to be a family, we do require that spouse dependent to be on there as well. Um, the other thing being would only be that. For the moment, it is going to be processed as an enrollment for employee and childrens only. If you still wish to add your spouse to this policy, you will take call back at 497-4856. Hope you have a wonderful rest of your day. At the we have Shereen Fein. I have the need for her date of birth and social if possible. We're open 8:00 AM to 8:00 PM Monday through Fridays, Eastern Time.