

Transcript: Franchesca

Baez-5573278742921216-5159466898341888

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Please leave your message for 913-443-8723. Good afternoon. My name is Francesca at Benefits in a Card, looking to speak with Ms. Johnson on behalf of Focus Workforce Management. I'm calling regarding the enrollment request for benefits that you submitted on the 25th of February, asking for benefits for yourself and spouse. However, Ms. Johnson, you did not provide your spouse's information. A policy for which dependent's information has not been provided will be a policy that your dependent will not be able to utilize, and you will not be able to request an reimbursement on. For the time being, we're going to go ahead and switch your policy to employee only. In the event that you're still interested in adding your spouse to the policy, feel free to give us a call back and we'll be more than happy to assist you with this. Their first and last name as well as their date of birth is the minimum needed for them to be able to utilize the coverage as well as for the system to not flag an error on your enrollment. We are open 8:00 AM to 8:00 PM Monday through Fridays Eastern Time, and our best contact number once again is 800-497-4856. 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.

Conversation Format

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

Speaker speaker_1: Please leave your message for 913-443-8723.

Speaker speaker_2: Good afternoon. My name is Francesca at Benefits in a Card, looking to speak with Ms. Johnson on behalf of Focus Workforce Management. I'm calling regarding the enrollment request for benefits that you submitted on the 25th of February, asking for benefits for yourself and spouse. However, Ms. Johnson, you did not provide your spouse's information. A policy for which dependent's information has not been provided will be a policy that your dependent will not be able to utilize, and you will not be able to request an reimbursement on. For the time being, we're going to go ahead and switch your policy to employee only. In the event that you're still interested in adding your spouse to the policy, feel free to give us a call back and we'll be more than happy to assist you with this. Their first and last name as well as their date of birth is the minimum needed for them to be able to utilize the coverage as well as for the system to not flag an error on your enrollment. We are open 8:00 AM to 8:00 PM Monday through Fridays Eastern Time, and our best contact number once again is 800-497-4856. 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.