

Transcript: Francesca

Baez-5632873302900736-5303671328391168

Full Transcript

Your call has been forwarded to an automated voice messaging system. Your call is being monitored or recorded for quality assurance purposes. 615-648-9988 is not available. At the tone, please record your message. When you've finished recording, you may hang up or press one for more options. To leave a callback number, press five. Good morning, Ms. Watson. My name is Francesca of Benefits giving you a call on behalf of your staffing company, Focus Workforce Management. We're calling in regards to the enrollment you submitted online on January 17th, 2025, where you requested benefits for yourself and spouse. Um, however, you did not put your spouse's information into the policy. For the moment, we're gonna go ahead and switch it back to employee-only. A policy without the dependent's information will be a policy that your dependent will be unable to utilize, as well as the fact that you will not be able to claim a reimbursement of said policy if your dependent is unable to utilize it. You only have open enrollment periods or qualified life event to be eligible to make any dependent information updates on a policy. In the event that you would like to add back your spouse into the policy, please give us a callback at 800-497-4856. We are open 8:00 AM to 8:00 PM Monday to Fridays Eastern Time. I do hope you have a wonderful rest of your day, and thank you for listening to this message.

Conversation Format

Speaker speaker_0: Your call has been forwarded to an automated voice messaging system. Your call is being monitored or recorded for quality assurance purposes. 615-648-9988 is not available. At the tone, please record your message. When you've finished recording, you may hang up or press one for more options. To leave a callback number, press five.

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