

## **Transcript: Francesca**

**Baez-5884276577714176-5699649246380032**

### **Full Transcript**

Your call has been forwarded to voicemail. Your call may be monitored or recorded for quality assurance purposes. 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. My name is Francesca benefits in your cart. I'm looking to speak with Mr. Havarkas on behalf of BDS Staffing. We're calling regarding an enrollment request you submitted online for which you selected benefits for employee only but added your spouse information as a dependent. We're calling to verify if you were trying to also have your spouse covered onto the plan and forgot to add her information. For the time being, she will be turned off as an independent on this policy. In the event that you would still like to add her, feel free to give us a call back at 800-497-4856. Keep in mind that once you start working, you'll have 30 days after that first paycheck to be eligible to make policy changes. We hope you have a wonderful rest of your day. Thank you for listening to my message today.

### **Conversation Format**

Speaker speaker\_0: Your call has been forwarded to voicemail.

Speaker speaker\_1: Your call may be monitored or recorded for quality assurance purposes.

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. My name is Francesca benefits in your cart. I'm looking to speak with Mr. Havarkas on behalf of BDS Staffing. We're calling regarding an enrollment request you submitted online for which you selected benefits for employee only but added your spouse information as a dependent. We're calling to verify if you were trying to also have your spouse covered onto the plan and forgot to add her information. For the time being, she will be turned off as an independent on this policy. In the event that you would still like to add her, feel free to give us a call back at 800-497-4856. Keep in mind that once you start working, you'll have 30 days after that first paycheck to be eligible to make policy changes. We hope you have a wonderful rest of your day. Thank you for listening to my message today.