

## **Transcript: Francesca**

**Baez-5888007519911936-6750290454298624**

### **Full Transcript**

... has been forwarded to an automated voice messaging system. Your call may be monitored or recorded for quality assurance purposes. 320-815-6599 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 afternoon, Mr. Ortiz. My name is Francesca giving you a call on behalf of Allegiance Staffing. Calling you today in regards to the enrollment you processed online on January 21st, 2025. You were requesting benefits for yourself and your spouse. However, unfortunately, you did not provide your spouse's information. A policy with a dependent for which information is not provided is a policy that your dependent will be unable to utilize, as well as you will be unable to request a reimbursement on said benefits that your specific dependent was unable to use. If you would like to add your spouse back to this policy, please give us a callback at 800-497-4856 open 8:00 AM to 8:00 PM Monday through Fridays Eastern Time. We do hope you have a wonderful rest of your day. Thank you for your time today.

### **Conversation Format**

Speaker speaker\_0: ... has been forwarded to an automated voice messaging system.

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

Speaker speaker\_0: 320-815-6599 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.

Speaker speaker\_2: Good afternoon, Mr. Ortiz. My name is Francesca giving you a call on behalf of Allegiance Staffing. Calling you today in regards to the enrollment you processed online on January 21st, 2025. You were requesting benefits for yourself and your spouse. However, unfortunately, you did not provide your spouse's information. A policy with a dependent for which information is not provided is a policy that your dependent will be unable to utilize, as well as you will be unable to request a reimbursement on said benefits that your specific dependent was unable to use. If you would like to add your spouse back to this policy, please give us a callback at 800-497-4856 open 8:00 AM to 8:00 PM Monday through Fridays Eastern Time. We do hope you have a wonderful rest of your day. Thank you for your time today.