

Transcript: Franchesca

Baez-5929338717913088-4583249796448256

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Morning. My name is Francesca at Benefits looking to speak with Mr. Medina on behalf of OnTrack Staffing. Yes. Yes, ma'am. We were giving you a call, sir, in regards to our pending enrollment you processed online for benefits for yourself and child or for your eyes and vision. Unfortunately, you didn't put the child's information into the policy, so we're calling to see if we could retrieve it from you. Mr. Medina, are you available to provide the children's information so that we can put it into your policy? Otherwise, we'll have to change coverage to employee only 'cause your dependents won't be able to utilize those benefits. You can just change it to employee only. Understood. All right. I hope you have a wonderful rest of your day, and thank you for taking my time today on my call. Yes, ma'am. Thank you. No problem. Thank you. Bye-bye. Bye-bye.

Conversation Format

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

Speaker speaker_1: Morning. My name is Francesca at Benefits looking to speak with Mr. Medina on behalf of OnTrack Staffing.

Speaker speaker_2: Yes. Yes, ma'am.

Speaker speaker_1: We were giving you a call, sir, in regards to our pending enrollment you processed online for benefits for yourself and child or for your eyes and vision. Unfortunately, you didn't put the child's information into the policy, so we're calling to see if we could retrieve it from you. Mr. Medina, are you available to provide the children's information so that we can put it into your policy? Otherwise, we'll have to change coverage to employee only 'cause your dependents won't be able to utilize those benefits.

Speaker speaker_2: You can just change it to employee only.

Speaker speaker_1: Understood. All right. I hope you have a wonderful rest of your day, and thank you for taking my time today on my call.

Speaker speaker_2: Yes, ma'am. Thank you.

Speaker speaker_1: No problem. Thank you. Bye-bye.

Speaker speaker_2: Bye-bye.