

## **Transcript: Francesca**

**Baez-5940557479723008-5997028246601728**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Good afternoon. My name is Francesca Benefits and, uh, I'm looking to speak with Mr. Reed on behalf of Trac Staffing. Yes, ma'am. This is me. We were giving you a call in regards to the enrollment form you were trying to process for insurance for yourself and child. Um, unfortunately, you didn't put the child dependent information into the policy so we were calling to see if we can obtain it from you. Uh, yes. You can just take it out and I'll redo it. Okay. Um, so you want me to just cancel the full policy and you'll go online and redo it, or leave it for employee only? I'm sorry. Uh, you can just cancel the whole policy and I'll go in and redo it. Understood. Okay. So go ahead and process a cancellation for that pending enrollment. Um, just make sure you do put the dependent's information when you submit it the next time. 'Cause the thing is once you are out of an open enrollment period, you can't go back in there to add him and they won't be able to use it and you won't be able to reclaim reimbursement for those benefits. Yes, ma'am. All right. Well, I went ahead and canceled that pending enrollment. If you have any issues or need assistance processing the enrollment, feel free to give us a call back. We're open 8:00 AM to 8:00 PM Eastern Time, Monday through Fridays. Yes, ma'am. Thanks. All right. Thank you for your time, sir. Have a wonderful rest of your day. You as well.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Good afternoon. My name is Francesca Benefits and, uh, I'm looking to speak with Mr. Reed on behalf of Trac Staffing.

Speaker speaker\_2: Yes, ma'am. This is me.

Speaker speaker\_1: We were giving you a call in regards to the enrollment form you were trying to process for insurance for yourself and child. Um, unfortunately, you didn't put the child dependent information into the policy so we were calling to see if we can obtain it from you.

Speaker speaker\_2: Uh, yes. You can just take it out and I'll redo it.

Speaker speaker\_1: Okay. Um, so you want me to just cancel the full policy and you'll go online and redo it, or leave it for employee only? I'm sorry.

Speaker speaker\_2: Uh, you can just cancel the whole policy and I'll go in and redo it.

Speaker speaker\_1: Understood. Okay. So go ahead and process a cancellation for that pending enrollment. Um, just make sure you do put the dependent's information when you submit it the next time. 'Cause the thing is once you are out of an open enrollment period, you can't go back in there to add him and they won't be able to use it and you won't be able to reclaim reimbursement for those benefits.

Speaker speaker\_2: Yes, ma'am.

Speaker speaker\_1: All right. Well, I went ahead and canceled that pending enrollment. If you have any issues or need assistance processing the enrollment, feel free to give us a call back. We're open 8:00 AM to 8:00 PM Eastern Time, Monday through Fridays.

Speaker speaker\_2: Yes, ma'am. Thanks.

Speaker speaker\_1: All right. Thank you for your time, sir. Have a wonderful rest of your day.

Speaker speaker\_2: You as well.