

Transcript: Francesca

Baez-6077598495195136-5577045826650112

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 afternoon, Mr. Gonzales. My name is Francesca with Benefits in a Card, giving you a call on behalf of your staffing company, Buckles Workforce Management. We're calling in regards to an enrollment online for coverage that you processed on February 14th, 2025, where you were requesting coverage for yourself and spouse. However, you did not provide the spouse's information, and policies for a dependent which information is not provided will be a policy said dependent will not be able to utilize. For the time being, we'll go ahead and switch it over to employee only. In the event that you would still like to add your spouse to the policy, please give us a callback at 800-497-4856 so that we can go ahead and assist you in making changes to your policy. We are open 8:00 AM to 8:00 PM Monday through Fridays Eastern Time. I do hope you have a wonderful rest of your day. Thank you so much for your time, as well as for listening to my message.

Conversation Format

Speaker speaker_0: 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.

Speaker speaker_1: Good afternoon, Mr. Gonzales. My name is Francesca with Benefits in a Card, giving you a call on behalf of your staffing company, Buckles Workforce Management. We're calling in regards to an enrollment online for coverage that you processed on February 14th, 2025, where you were requesting coverage for yourself and spouse. However, you did not provide the spouse's information, and policies for a dependent which information is not provided will be a policy said dependent will not be able to utilize. For the time being, we'll go ahead and switch it over to employee only. In the event that you would still like to add your spouse to the policy, please give us a callback at 800-497-4856 so that we can go ahead and assist you in making changes to your policy. We are open 8:00 AM to 8:00 PM Monday through Fridays Eastern Time. I do hope you have a wonderful rest of your day. Thank you so much for your time, as well as for listening to my message.