

## **Transcript: Francesca**

**Baez-6417821961076736-4762503447363584**

### **Full Transcript**

Your call has been forwarded to an automated voice messaging system. Your call is being recorded for quality assurance purposes. 864-313-0609 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. Good afternoon. My name is Francesca Benefits in a Car calling to speak with Mr. Smith on behalf of WorkSmart. We're calling in regards to the pending enrollment request for benefits that you submitted Thursday the 30th for yourself and family. Unfortunately, you did not provide your children's information. Only your spouse's information was provided. A policy for dependents without the dependent's information is going to be a policy your dependents will not be able to utilize. For the time being, we'll leave your policy done for employee and spouse. In the event that you wish to like to add the children to the policy, please give us a callback at 800-497-4856. We are open 8:00 AM to 8:00 PM Monday through Fridays Eastern Time. We hope you have a wonderful rest of your day. Thank you for your time today.

### **Conversation Format**

Speaker speaker\_0: Your call has been forwarded to an automated voice messaging system. Your call is being recorded for quality assurance purposes. 864-313-0609 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.

Speaker speaker\_1: Good afternoon. My name is Francesca Benefits in a Car calling to speak with Mr. Smith on behalf of WorkSmart. We're calling in regards to the pending enrollment request for benefits that you submitted Thursday the 30th for yourself and family. Unfortunately, you did not provide your children's information. Only your spouse's information was provided. A policy for dependents without the dependent's information is going to be a policy your dependents will not be able to utilize. For the time being, we'll leave your policy done for employee and spouse. In the event that you wish to like to add the children to the policy, please give us a callback at 800-497-4856. We are open 8:00 AM to 8:00 PM Monday through Fridays Eastern Time. We hope you have a wonderful rest of your day. Thank you for your time today.