

Transcript: Francesca

Baez-6549889213054976-4637644145082368

Full Transcript

... a phone number- Your call may be monitored or recorded for quality assurance purposes.
... 7-8-5-6-1-5-1-8-8-3 can't take your call now. At the tone, please record your message.
When you've finished recording, simply hang up or press # for further options. Good afternoon, Mr. O. My name is Francesca with Benefits, Inc., giving a call on behalf of Focus Workforce Management, so I apologize if I mispronounced your last name. We're giving you a call regarding the enrollment you processed online during the 17th day of March in which you selected to be enrolled for plans for yourself and family, but did not provide any of your family's information. For the time being, we'll process your enrollment for employee only due to the fact that a policy for a dependent, for which a dependent's information is not provided will be a policy that a dependent won't be able to utilize. And you will not be able to claim a reimbursement with that policy for services that your dependent never used. In the event that you still would like to add them, feel free to give us a callback. We'll be more than happy to assist you in adding that information. We're open 8:00 AM to 8:00 PM Monday through Friday of Eastern Time. Have a wonderful rest of your day. Thank you for listening to my message.

Conversation Format

Speaker speaker_0: ... a phone number-

Speaker speaker_1: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_0: ... 7-8-5-6-1-5-1-8-8-3 can't take your call now. At the tone, please record your message. When you've finished recording, simply hang up or press # for further options.

Speaker speaker_2: Good afternoon, Mr. O. My name is Francesca with Benefits, Inc., giving a call on behalf of Focus Workforce Management, so I apologize if I mispronounced your last name. We're giving you a call regarding the enrollment you processed online during the 17th day of March in which you selected to be enrolled for plans for yourself and family, but did not provide any of your family's information. For the time being, we'll process your enrollment for employee only due to the fact that a policy for a dependent, for which a dependent's information is not provided will be a policy that a dependent won't be able to utilize. And you will not be able to claim a reimbursement with that policy for services that your dependent never used. In the event that you still would like to add them, feel free to give us a callback. We'll be more than happy to assist you in adding that information. We're open 8:00 AM to 8:00 PM Monday through Friday of Eastern Time. Have a wonderful rest of your day. Thank you for listening to my message.