

## **Transcript: Franchesca**

**Baez-6661780772798464-6449826150006784**

### **Full Transcript**

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. Love. My name is Francesco with Benefits in a Car. I'm calling on behalf of your staffing company, On Track Staffing. We're giving you a call in regards to the enrollment that you processed yesterday, January 16th, for the vision coverage for yourself and spouse. Unfortunately, you did not provide your spouse's information. Your policy with a dependent without the dependent's information will be a policy for which the dependent will be unable to utilize. At the moment, we're gonna go ahead and switch it over to employee only. If you would still like to add your spouse to that vision benefit, please give us a call back at 800-497-4856 so that we can assist you in adding her to the policy. Please keep in mind that if you go back in and change your benefits once again to employee and spouse without vision coverage, without adding her policy, once your personal enrollment period ends, which will be the first 30 days after your first paycheck, you will not be eligible to add her back into the policy or add her information into the policy. You will not also be able to request reimbursements for a policy to which you did not provide the dependent's information on. I hope you enjoy the rest of your day. Thank you for listening to this message.

### **Conversation Format**

Speaker speaker\_0: 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. Love. My name is Francesco with Benefits in a Car. I'm calling on behalf of your staffing company, On Track Staffing. We're giving you a call in regards to the enrollment that you processed yesterday, January 16th, for the vision coverage for yourself and spouse. Unfortunately, you did not provide your spouse's information. Your policy with a dependent without the dependent's information will be a policy for which the dependent will be unable to utilize. At the moment, we're gonna go ahead and switch it over to employee only. If you would still like to add your spouse to that vision benefit, please give us a call back at 800-497-4856 so that we can assist you in adding her to the policy. Please keep in mind that if you go back in and change your benefits once again to employee and spouse without vision coverage, without adding her policy, once your personal enrollment period ends, which will be the first 30 days after your first paycheck, you will not be eligible to add her

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