

## **Transcript: Estefania**

**Acevedo-4785086621859840-4832241436901376**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Hey, this is Julie. You have a message after the beep. Thanks. Hey, good afternoon. I'm calling from Benefits and Card on behalf of MAU. We're currently processing enrollment forms and you selected to participate, and you chose two plans that can't be combined, one being the Ensure Plus Basic and the other one being the Ensure Plus Enhanced. Um, I was actually calling to le- ask you which one you wanted to enroll into. T- um, due to no response, for now, we will enroll you in the lowest one, being the Ensure Plus Basic. Um, if you do wish to change that, you have 30 days from the day that you receive your first check to make any of these changes. But for now, you will be enrolled into all of the other selected plans that you selected and the Ensure Plus Basic for \$37.29 for employee and family, dental for \$14.01 for employee and family, term life for \$2.11 for employee, vision for 7.62 for employee, critical illness for \$4.20 for employee and family, group accident for \$4.62 for employee and family, standalone MEC enhanced for employee and family for 16.39, behavioral health for \$1.50 for employee only, ID experts for \$1.98 for employee only. That would be a weekly deduction of \$89.72. If you need to make any changes, you're welcome to give us a call at 800-497-4856. We're open from 8:00 AM up until 8:00 PM Eastern Time. Thank you.

### **Conversation Format**

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

Speaker speaker\_1: Hey, this is Julie. You have a message after the beep. Thanks.

Speaker speaker\_2: Hey, good afternoon. I'm calling from Benefits and Card on behalf of MAU. We're currently processing enrollment forms and you selected to participate, and you chose two plans that can't be combined, one being the Ensure Plus Basic and the other one being the Ensure Plus Enhanced. Um, I was actually calling to le- ask you which one you wanted to enroll into. T- um, due to no response, for now, we will enroll you in the lowest one, being the Ensure Plus Basic. Um, if you do wish to change that, you have 30 days from the day that you receive your first check to make any of these changes. But for now, you will be enrolled into all of the other selected plans that you selected and the Ensure Plus Basic for \$37.29 for employee and family, dental for \$14.01 for employee and family, term life for \$2.11 for employee, vision for 7.62 for employee, critical illness for \$4.20 for employee and family, group accident for \$4.62 for employee and family, standalone MEC enhanced for employee and family for 16.39, behavioral health for \$1.50 for employee only, ID experts for \$1.98 for employee only. That would be a weekly deduction of \$89.72. If you need to make any

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