

## **Transcript: Estefania**

**Acevedo-5586542763622400-6190319845687296**

### **Full Transcript**

Call has been forwarded to voice mail. Your call may be monitored or forwarded 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. Hey, good afternoon. I'm calling from Benefits in a Card on behalf of MAU. We're currently processing an enrollment form that you filled out on March 11, 2025 of this year for healthcare benefits. It looks like you selected to be enrolled into multiple coverage levels that can't be combined, and at the moment, you will be enrolled in the lowest level of coverage, being the Stay Healthy MUC, the Ensure Plus Basic, as well as dental, vision, critical illness, group accident, and behavioral health, being a weekly deduction of \$38.61 from your paycheck. Please, if you do wish to make any changes, you do have 30 days from the time that you receive your first check to give us a call and do so, but at the time, you will be enrolled into the lowest level of coverage. We're open from 8:00 AM up until 8:00 PM Monday through Friday Eastern time. Thank you. Have a nice day.

### **Conversation Format**

Speaker speaker\_0: Call has been forwarded to voice mail. Your call may be monitored or forwarded 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: Hey, good afternoon. I'm calling from Benefits in a Card on behalf of MAU. We're currently processing an enrollment form that you filled out on March 11, 2025 of this year for healthcare benefits. It looks like you selected to be enrolled into multiple coverage levels that can't be combined, and at the moment, you will be enrolled in the lowest level of coverage, being the Stay Healthy MUC, the Ensure Plus Basic, as well as dental, vision, critical illness, group accident, and behavioral health, being a weekly deduction of \$38.61 from your paycheck. Please, if you do wish to make any changes, you do have 30 days from the time that you receive your first check to give us a call and do so, but at the time, you will be enrolled into the lowest level of coverage. We're open from 8:00 AM up until 8:00 PM Monday through Friday Eastern time. Thank you. Have a nice day.