

Transcript: VICTORIA

Taylor-4828489689776128-5883883413487616

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. You've reached Aaron. Sorry, I missed your call. I'll give you a call back when I can. Hey, this message is for Aaron. This is Victoria with Benefits and a Card. We administer the medical insurance for Crown Services, and we did attempt to send you a copy of the ID card. Um, however, it was returned back to us, so I was just calling to verify the mailing address we have on file. Um, but I do also see that this is the third week you have not had active coverage, so just also verifying if you still work through Crown Services. Um, if you do, uh, just give us a call back so we can update, uh, your mailing address and resend the ID card to you. Our phone number is 800-497-4856. We're open Monday through Friday, 8:00 AM to 8:00 PM Eastern Time. Thank you and have a wonderful day. To replay your message, press one. To continue recording, press two. To delete and re-record your message, press three. For delivery options, press four. To send a fax, press six. To cancel this message, press star. To send this message now, press pound or hang up. Your message has been sent. Thank you for calling. Goodbye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: You've reached Aaron. Sorry, I missed your call. I'll give you a call back when I can.

Speaker speaker_2: Hey, this message is for Aaron. This is Victoria with Benefits and a Card. We administer the medical insurance for Crown Services, and we did attempt to send you a copy of the ID card. Um, however, it was returned back to us, so I was just calling to verify the mailing address we have on file. Um, but I do also see that this is the third week you have not had active coverage, so just also verifying if you still work through Crown Services. Um, if you do, uh, just give us a call back so we can update, uh, your mailing address and resend the ID card to you. Our phone number is 800-497-4856. We're open Monday through Friday, 8:00 AM to 8:00 PM Eastern Time. Thank you and have a wonderful day.

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