

## **Transcript: VICTORIA**

**Taylor-4849148433842176-5976551931559936**

### **Full Transcript**

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. Hey, this message is for, uh, Keosha ... Keosha. Uh, this is Victoria with Benefits and a Card. We administer medical insurance for the Resource Company and we did receive a enrollment form that you signed and dated on the 10th of March. It looks like on the form you did select to enroll into the dental and short-term disability for employee only, um, but you also selected the term life critical illness and group accident for employee plus children. We just don't have any, uh, children listed as dependents for you. Um, so as of right now, we are gonna enroll you into coverage, but for an employee only. Um, if you are wanting to add a child as a dependent, um, give us a call back. We will need their name, date of birth and full Social Security number. Um, 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.

### **Conversation Format**

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

Speaker speaker\_1: 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\_2: Hey, this message is for, uh, Keosha ... Keosha. Uh, this is Victoria with Benefits and a Card. We administer medical insurance for the Resource Company and we did receive a enrollment form that you signed and dated on the 10th of March. It looks like on the form you did select to enroll into the dental and short-term disability for employee only, um, but you also selected the term life critical illness and group accident for employee plus children. We just don't have any, uh, children listed as dependents for you. Um, so as of right now, we are gonna enroll you into coverage, but for an employee only. Um, if you are wanting to add a child as a dependent, um, give us a call back. We will need their name, date of birth and full Social Security number. Um, 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.