

## **Transcript: VICTORIA**

**Taylor-4862792638447616-6630359988224000**

### **Full Transcript**

Your call may be monitored- Hello? ... or recorded for quality assurance purposes. Hi, is this Darren? It is. Hey, this is Victoria with Benefits on a Card. We administer, uh, medical insurance for Hamilton Riker Group. Uh, yes, ma'am. Hey. Um, so I'm just calling because we did receive a enrollment form that you signed and dated on the 21st of February. Um- Uh, yes, ma'am. ... it, it looks like on the form you selected a couple things to enroll into but you also selected to decline. So we were just unsure if you were wanting to enroll or not. I'll look at it a little later and decide because, uh, I'm actually still working. I have insurance. I don't know when that's gonna end. Okay, that's fine. I had... I actually had Hamilton Riker's insurance one time, ended up with a \$24,000 bill with surgery so I don't know what that- Okay. ... was but... I, I agree- Yeah. Well see, um, what's being offered through them is not major medical so it doesn't cover a large portion of the medical bills unfortunately. Um, but yeah, I was just calling to see if you were interested in enrolling or not. But, um, I'll just leave it as is and, um, if, you know, if you're interested later on, you can give us a call back. All right. That sounds good. Okay. Thank you so much. All right. You have a wonderful day. You too. Bye-bye. Bye-bye.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored-

Speaker speaker\_1: Hello?

Speaker speaker\_0: ... or recorded for quality assurance purposes.

Speaker speaker\_2: Hi, is this Darren?

Speaker speaker\_1: It is.

Speaker speaker\_2: Hey, this is Victoria with Benefits on a Card. We administer, uh, medical insurance for Hamilton Riker Group.

Speaker speaker\_1: Uh, yes, ma'am.

Speaker speaker\_2: Hey. Um, so I'm just calling because we did receive a enrollment form that you signed and dated on the 21st of February. Um-

Speaker speaker\_1: Uh, yes, ma'am.

Speaker speaker\_2: ... it, it looks like on the form you selected a couple things to enroll into but you also selected to decline. So we were just unsure if you were wanting to enroll or not.

Speaker speaker\_1: I'll look at it a little later and decide because, uh, I'm actually still working. I have insurance. I don't know when that's gonna end.

Speaker speaker\_2: Okay, that's fine.

Speaker speaker\_1: I had... I actually had Hamilton Riker's insurance one time, ended up with a \$24,000 bill with surgery so I don't know what that-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... was but... I, I agree-

Speaker speaker\_2: Yeah. Well see, um, what's being offered through them is not major medical so it doesn't cover a large portion of the medical bills unfortunately. Um, but yeah, I was just calling to see if you were interested in enrolling or not. But, um, I'll just leave it as is and, um, if, you know, if you're interested later on, you can give us a call back.

Speaker speaker\_1: All right. That sounds good.

Speaker speaker\_2: Okay. Thank you so much.

Speaker speaker\_1: All right.

Speaker speaker\_2: You have a wonderful day.

Speaker speaker\_1: You too. Bye-bye.

Speaker speaker\_2: Bye-bye.