

Transcript: VICTORIA

Taylor-4866660140892160-5087982322237440

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Please leave your message for 909-452-4169. Hey, this message is for Mr. Jones. This is Victoria with Benefits on a Card. We administer medical insurance for BGSS, and we did receive a enrollment form that you signed and dated on the 8th of January. It looks like on the form you did request a few different plans for employee plus children. Then it looks like you also selected the virtual primary care for employee plus spouse. Um, unfortunately, we are missing your dependents' information such as the names, date of births, and Social Security numbers of the dependents, your spouse and children that you would like to cover. Uh, since we are missing this information as of right now, we are gonna enroll you into everything that you selected on the form but for employee only. If you are wanting to add your dependents, just give us a call back with the information. Um, our phone number is 800-497-4856, and 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- 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. Please leave your message for 909-452-4169.

Speaker speaker_1: Hey, this message is for Mr. Jones. This is Victoria with Benefits on a Card. We administer medical insurance for BGSS, and we did receive a enrollment form that you signed and dated on the 8th of January. It looks like on the form you did request a few different plans for employee plus children. Then it looks like you also selected the virtual primary care for employee plus spouse. Um, unfortunately, we are missing your dependents' information such as the names, date of births, and Social Security numbers of the dependents, your spouse and children that you would like to cover. Uh, since we are missing this information as of right now, we are gonna enroll you into everything that you selected on the form but for employee only. If you are wanting to add your dependents, just give us a call back with the information. Um, our phone number is 800-497-4856, and 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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