

## **Transcript: VICTORIA**

**Taylor-5239795642843136-5163895802871808**

### **Full Transcript**

Your call may be monitored for quality assurance purposes. I'm sorry, I'm just at home. I usually do it when I can. After you leave a message, you can modify it by pressing pound. Hey, this message is for, uh, Mr. Joshua. This is Victoria with Benefits on a Card. Um, we administer medical insurance for the Hamilton/Riker group, and we did receive a enrollment form that you signed and dated on the 19th of March. Um, it looks like on the form you did select to enroll into both Stay Healthy medical plans, which you cannot have both, um, so we're just calling to verify exactly what you're wanting to enroll into. If you'll just give us a call back, 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 re-record, press one. To confirm, press two. Leave a message after the tone. Hey, this message is for Joshua. This is Victoria with Benefits on a Card. We administer medical insurance for Hamilton/Riker group, and we did recently receive a enrollment form that you signed and dated on the 19th of March. It looks like on the form you did request to enroll into a couple different things, um, but I'm calling specifically 'cause you did rec-, uh, uh, request both of the Stay Healthy plans. Unfortunately, you, you cannot enroll into both, so we're just calling to verify exactly what you're wanting to enroll into. If you'll just give us a call back, 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 re-record, press one. To confirm, press two. Your message has been recorded. Bye.

### **Conversation Format**

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

Speaker speaker\_1: I'm sorry, I'm just at home. I usually do it when I can.

Speaker speaker\_0: After you leave a message, you can modify it by pressing pound.

Speaker speaker\_2: Hey, this message is for, uh, Mr. Joshua. This is Victoria with Benefits on a Card. Um, we administer medical insurance for the Hamilton/Riker group, and we did receive a enrollment form that you signed and dated on the 19th of March. Um, it looks like on the form you did select to enroll into both Stay Healthy medical plans, which you cannot have both, um, so we're just calling to verify exactly what you're wanting to enroll into. If you'll just give us a call back, 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.

Speaker speaker\_0: To re-record, press one. To confirm, press two. Leave a message after the tone.

Speaker speaker\_2: Hey, this message is for Joshua. This is Victoria with Benefits on a Card. We administer medical insurance for Hamilton/Riker group, and we did recently receive a enrollment form that you signed and dated on the 19th of March. It looks like on the form you did request to enroll into a couple different things, um, but I'm calling specifically 'cause you did rec-, uh, uh, request both of the Stay Healthy plans. Unfortunately, you, you cannot enroll into both, so we're just calling to verify exactly what you're wanting to enroll into. If you'll just give us a call back, 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.

Speaker speaker\_0: To re-record, press one. To confirm, press two. Your message has been recorded. Bye.