

## **Transcript: VICTORIA**

**Taylor-5569603175104512-4543174710837248**

### **Full Transcript**

Forwarded to voicemail. Your call may be monitored... The person you're trying to reach is not available.... for quality assurance purposes. At the tone, please record your message. When you have finished recording, you may hang up. Hey, this message is for Jonathan W. Uh, Mabb. This is Victoria with Benefits and a Card. We administer medical insurance, uh, for MAU, and we did receive a enrollment form that you signed and dated on the 4th of April. Um, it looks like on the form you did select a few different plans to enroll into. Um, however, you cannot have both InsurePlus plans, uh, so we're calling to verify which one of those you're wanting, the InsurePlus Basic or the InsurePlus Enhanced. Also, I do see here, um, your date of birth is listed as 9/9/93. However, um, we do have an existing file from maybe when you worked with MAU previously, and we have your date of birth as 9/9/97. So, we just need to verify your date of birth, as well. Um, if you will, please give us a call back. Phone number is 844-886-5373. 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: Forwarded to voicemail. Your call may be monitored... The person you're trying to reach is not available.... for quality assurance purposes. At the tone, please record your message. When you have finished recording, you may hang up.

Speaker speaker\_1: Hey, this message is for Jonathan W. Uh, Mabb. This is Victoria with Benefits and a Card. We administer medical insurance, uh, for MAU, and we did receive a enrollment form that you signed and dated on the 4th of April. Um, it looks like on the form you did select a few different plans to enroll into. Um, however, you cannot have both InsurePlus plans, uh, so we're calling to verify which one of those you're wanting, the InsurePlus Basic or the InsurePlus Enhanced. Also, I do see here, um, your date of birth is listed as 9/9/93. However, um, we do have an existing file from maybe when you worked with MAU previously, and we have your date of birth as 9/9/97. So, we just need to verify your date of birth, as well. Um, if you will, please give us a call back. Phone number is 844-886-5373. We're open Monday through Friday, 8:00 AM to 8:00 PM Eastern Time. Thank you and have a wonderful day.