

## **Transcript: VICTORIA**

**Taylor-5652828038283264-4787073864351744**

### **Full Transcript**

Your call- Your call may be monitored or recorded for quality assurance purposes. 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 Mr. Smith. This is Victoria with Benefits on a Card. We administer medical insurance for TRC, um, and we did receive a enrollment form that you signed and dated on the 7th of April. It looks like on the form you did select a few different things to enroll into, but I'm calling specifically about the medical portion. It looks like you selected all of the medical plans, so we're unsure specifically what you're wanting. Um, as of right now, we are just gonna enroll you into the Stay Healthy MEC TeleRx, as well as the VIP Standard for medical. And then, um, for the additional add-ons, I do see that you have the dental, term life, um, vision, and the group accident selected, as well as the free Rx, which already comes with the MEC TeleRx. So, I am gonna enroll you into that. Um, but if this is not exactly what you're wanting to enroll into, please give us a call back so that we can make the adjustments needed. Um, our phone number is 844-878-4531. Um, we are also missing a beneficiary, uh, which we will need for the term life and the group accident, so if you'll just give us a call back. Again, our phone number is 844-878-4531. Thank you and have a wonderful day.

### **Conversation Format**

Speaker speaker\_0: Your call- Your call may be monitored or recorded for quality assurance purposes. Trying to reach- is not available. At the tone, please record your message. When you have finished recording, you may hang up.

Speaker speaker\_1: Hey, this message is for Mr. Smith. This is Victoria with Benefits on a Card. We administer medical insurance for TRC, um, and we did receive a enrollment form that you signed and dated on the 7th of April. It looks like on the form you did select a few different things to enroll into, but I'm calling specifically about the medical portion. It looks like you selected all of the medical plans, so we're unsure specifically what you're wanting. Um, as of right now, we are just gonna enroll you into the Stay Healthy MEC TeleRx, as well as the VIP Standard for medical. And then, um, for the additional add-ons, I do see that you have the dental, term life, um, vision, and the group accident selected, as well as the free Rx, which already comes with the MEC TeleRx. So, I am gonna enroll you into that. Um, but if this is not exactly what you're wanting to enroll into, please give us a call back so that we can make the adjustments needed. Um, our phone number is 844-878-4531. Um, we are also missing a beneficiary, uh, which we will need for the term life and the group accident, so if you'll just give

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