

Transcript: VICTORIA

Taylor-5781399473012736-6287251728547840

Full Transcript

The call may be monitored or recorded for conference purposes. I'll ask her in just a second. Hello? Yes, ma'am. Hey, is this, uh, Brianna? Yes. Yes, it is. Hey, this is Victoria. I'm with Benefits and Accard, and we administer, uh, the medical insurance for BPS. Oh, okay. Hey. Um, so I just have a couple questions. We did receive a enrollment form that you signed and dated on the 12th of February. Yes, ma'am. Um, it looks like on the enrollment form you selected to enroll into the virtual primary care benefit, but you also selected to decline. Yes, ma'am. I have insurance. I must've hit that second one on mistake. Okay, perfect. let me get it verified now. Okay. Thank you very much. You're welcome. Bye-bye.

Conversation Format

Speaker speaker_0: The call may be monitored or recorded for conference purposes.

Speaker speaker_1: I'll ask her in just a second.

Speaker speaker_2: Hello?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_2: Hey, is this, uh, Brianna?

Speaker speaker_1: Yes. Yes, it is.

Speaker speaker_2: Hey, this is Victoria. I'm with Benefits and Accard, and we administer, uh, the medical insurance for BPS.

Speaker speaker_1: Oh, okay.

Speaker speaker_2: Hey. Um, so I just have a couple questions. We did receive a enrollment form that you signed and dated on the 12th of February.

Speaker speaker_1: Yes, ma'am.

Speaker speaker_2: Um, it looks like on the enrollment form you selected to enroll into the virtual primary care benefit, but you also selected to decline.

Speaker speaker_1: Yes, ma'am. I have insurance. I must've hit that second one on mistake.

Speaker speaker_2: Okay, perfect. let me get it verified now.

Speaker speaker_1: Okay. Thank you very much.

Speaker speaker_2: You're welcome. Bye-bye.