

## **Transcript: VICTORIA**

**Taylor-5851938657714176-6644611245195264**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Please leave your message for 743-266-0253. Hey, this message is for, uh, Mrs. Griffin. This is Victoria with Benefits and a Card. I'm calling in on behalf of MAU in regards to the medical insurance, um, being offered. We did receive a enrollment form that you signed and dated on the 4th of December. It looks like you want the dental; short-term, disability; the critical illness group; accident; behavioral health; and the IDx Social Plus for employee only. Um, however, you did select the term life benefit as well. Um, it looks like you selected it for employee only, but you also selected for employee plus family. Uh, the only dependents that we have listed, um, is your children. Uh, we don't have a dependent spouse listed for you, so as of right now, we're just gonna enroll you into the term life or employee plus children. And then, of course, the dental; short-term disability; critical illness; group accident; behavioral health; and the IDExperts for employee only. Um, if this is not exactly what you're wanting to enroll into, feel free to give us a call back. Our phone number is, uh, 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. 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 now, press pound or hang up. 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 now... 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.

Speaker speaker\_1: Please leave your message for 743-266-0253.

Speaker speaker\_2: Hey, this message is for, uh, Mrs. Griffin. This is Victoria with Benefits and a Card. I'm calling in on behalf of MAU in regards to the medical insurance, um, being offered. We did receive a enrollment form that you signed and dated on the 4th of December. It looks like you want the dental; short-term, disability; the critical illness group; accident; behavioral health; and the IDx Social Plus for employee only. Um, however, you did select the term life benefit as well. Um, it looks like you selected it for employee only, but you also selected for employee plus family. Uh, the only dependents that we have listed, um, is your children. Uh, we don't have a dependent spouse listed for you, so as of right now, we're just

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