

Transcript: VICTORIA

Taylor-5904290571304960-6314917496307712

Full Transcript

Your call may be monitored or recorded for quality assurance. Please leave your message for... Hey, this message is for Sean. This is Victoria with Benefits on a Card. We administer medical insurance for Crown Services, and we did send you a text message on Wednesday about a lapse of coverage in, uh, your enrollment. Um, it looks like you were enrolled into the NEC TeleRX Medical Plan for Employee Only. Um, the text message was just letting you know, for whatever reason, we did not receive a payroll deduction for this week, so this week, uh, is not currently active. If you are wanting to make the coverage active, you can call us directly to make a payment over the phone with a credit or debit card. Otherwise, the coverage just wouldn't be active for this week. Um, if you have any other questions or concerns, feel free to 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 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. 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. Please leave your message for...

Speaker speaker_1: Hey, this message is for Sean. This is Victoria with Benefits on a Card. We administer medical insurance for Crown Services, and we did send you a text message on Wednesday about a lapse of coverage in, uh, your enrollment. Um, it looks like you were enrolled into the NEC TeleRX Medical Plan for Employee Only. Um, the text message was just letting you know, for whatever reason, we did not receive a payroll deduction for this week, so this week, uh, is not currently active. If you are wanting to make the coverage active, you can call us directly to make a payment over the phone with a credit or debit card. Otherwise, the coverage just wouldn't be active for this week. Um, if you have any other questions or concerns, feel free to 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 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. Your message has been sent. Thank you for calling. Goodbye.