

## **Transcript: VICTORIA**

**Taylor-6023536681205760-6103999772934144**

### **Full Transcript**

Your call is being monitored or recorded for quality assurance purposes. And have a wonderful day. Hey, this message is for Derek Moore. This is Victoria with Benefits and a Card. We administer medical insurance for Hamilton/Riker Group, and we did receive a enrollment form that you signed and dated on the 5th of March. Um, it looks like on the enrollment form you did select to enroll into the MEC TeleRx for employee plus children, but you also selected to decline coverage, so we're unsure if you're wanting to enroll or not. Um, if you are wanting to enroll into coverage for you and your child, we are, uh, also missing their information such as their name, date of birth, um, and full Social Security number. So if you will, just give us a call back as soon as possible. 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.

### **Conversation Format**

Speaker speaker\_0: Your call is being monitored or recorded for quality assurance purposes. And have a wonderful day.

Speaker speaker\_1: Hey, this message is for Derek Moore. This is Victoria with Benefits and a Card. We administer medical insurance for Hamilton/Riker Group, and we did receive a enrollment form that you signed and dated on the 5th of March. Um, it looks like on the enrollment form you did select to enroll into the MEC TeleRx for employee plus children, but you also selected to decline coverage, so we're unsure if you're wanting to enroll or not. Um, if you are wanting to enroll into coverage for you and your child, we are, uh, also missing their information such as their name, date of birth, um, and full Social Security number. So if you will, just give us a call back as soon as possible. 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.