

## **Transcript: VICTORIA**

**Taylor-6647906364243968-5806762789126144**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Hi, this is Brian . Please leave a message after the beep. At the tone, please record your message. When you have finished recording, you may hang up or press one for more options. Hey, this message is for Brian. This is Victoria with Benefits on a Card. We administer medical insurance for BGFF, um, and we did receive a enrollment form that you signed and dated on the 14th of November. It looks like on the enrollment form you did select a few of the plans for employee plus children, but we are missing your dependent information such as the names of the children that you're wanting to cover, as well as their date of birth and Social Security numbers. As of right now, we have enrolled you into the plans that you selected but for employee only. If you are wanting to add children onto the plan, please give us a call back with their information. Our phone number is 800-497-4856. We're open Monday through Friday, 8:00 AM to 8:00 PM Eastern Time. Again, we would need the name of the children that you're wanting to cover, their date of births and full Social Security numbers. Thank you and have a wonderful day. If you are satisfied with your message, press one to listen. To send your message with normal delivery, press one. T- thank you. Your message has been sent. Goodbye.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Hi, this is Brian . Please leave a message after the beep.

Speaker speaker\_2: At the tone, please record your message. When you have finished recording, you may hang up or press one for more options.

Speaker speaker\_0: Hey, this message is for Brian. This is Victoria with Benefits on a Card. We administer medical insurance for BGFF, um, and we did receive a enrollment form that you signed and dated on the 14th of November. It looks like on the enrollment form you did select a few of the plans for employee plus children, but we are missing your dependent information such as the names of the children that you're wanting to cover, as well as their date of birth and Social Security numbers. As of right now, we have enrolled you into the plans that you selected but for employee only. If you are wanting to add children onto the plan, please give us a call back with their information. Our phone number is 800-497-4856. We're open Monday through Friday, 8:00 AM to 8:00 PM Eastern Time. Again, we would need the name of the children that you're wanting to cover, their date of births and full Social Security

numbers. Thank you and have a wonderful day.

Speaker speaker\_2: If you are satisfied with your message, press one to listen. To send your message with normal delivery, press one. T- thank you. Your message has been sent. Goodbye.