

## **Transcript: VICTORIA**

**Taylor-6690134218162176-5411501516177408**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Three, four, four, seven, six, zero, two, five, eight is not available. Hey, this message is for Leslie. This is Victoria with Benefits and a Card. We administer medical insurance for MAU, um, and we did receive a enrollment form that you signed and dated on the 18th of March. Um, it looks like on the form you did select a couple things to enroll into. Uh, we're just unsure of what specific medical plan you want. Um, it looks like you did select the MEC, the Insure Plus Basic, and the Insure Plus Enhance. Unfortunately, you cannot have both Insure Plus plans. Um, so as of right now, we are just gonna enroll you into the MEC and the Insure Plus Basic for employee only, um, as well as the dental, short-term disability, term life, and the behavioral health that you selected. If this is not exactly what you're wanting to enroll into, just give us a call back so we can make, uh, adjustments. Our phone number is 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. If you're satisfied with the message, press one. To listen... To leave the number from which you are calling, press pound. To... Phone number 800-497-4856. If the number is correct, press one. To re-enter the number, press two. Phone number eight... To send your message with normal delivery, press one. To send your message... Thank you. Your message has been sent.

### **Conversation Format**

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

Speaker speaker\_1: Three, four, four, seven, six, zero, two, five, eight is not available.

Speaker speaker\_2: Hey, this message is for Leslie. This is Victoria with Benefits and a Card. We administer medical insurance for MAU, um, and we did receive a enrollment form that you signed and dated on the 18th of March. Um, it looks like on the form you did select a couple things to enroll into. Uh, we're just unsure of what specific medical plan you want. Um, it looks like you did select the MEC, the Insure Plus Basic, and the Insure Plus Enhance.

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