

## **Transcript: Chris Sofield (deactivated)-5036735774801920-6535515128938496**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Hi, good afternoon. Can I speak with Aquavious Fields? Three. Hi, good afternoon. This message is for Aquavious Fields. This is Chris with Benefits and a Card calling on behalf of Hamilton Reicker, calling regarding a health insurance enrollment form that you filled out. You've selected both levels of the VIP Medical Policy, and you're only allowed one level of that. We need to verify which level you want. If you could, please give us a call back. We could be reached at 800-497-4856. We're open Monday through Friday, 8:00 AM to 8:00 PM Eastern. Until we hear back from you, we will be, uh, enrolling you into the, uh, lower level plan, the VIP Standard plan. If you wish for the higher level, the VIP Classic, you have 30 days from the date of your first check to call us. Thank you. Have a good day.

### **Conversation Format**

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

Speaker speaker\_1: Hi, good afternoon. Can I speak with Aquavious Fields?

Speaker speaker\_0: Three.

Speaker speaker\_1: Hi, good afternoon. This message is for Aquavious Fields. This is Chris with Benefits and a Card calling on behalf of Hamilton Reicker, calling regarding a health insurance enrollment form that you filled out. You've selected both levels of the VIP Medical Policy, and you're only allowed one level of that. We need to verify which level you want. If you could, please give us a call back. We could be reached at 800-497-4856. We're open Monday through Friday, 8:00 AM to 8:00 PM Eastern. Until we hear back from you, we will be, uh, enrolling you into the, uh, lower level plan, the VIP Standard plan. If you wish for the higher level, the VIP Classic, you have 30 days from the date of your first check to call us. Thank you. Have a good day.