

Transcript: Estefania

Acevedo-5135278218985472-6195022341914624

Full Transcript

Your call may be monitored, or recorded for quality purposes. Good afternoon. I'm calling from Benefits Center Card on behalf of your staff and agency, MAU. I'm currently looking to speak with Mr. Carter, Daquan. Daquan on this side. Um, hey, good morning. I'm calling 'cause we're currently processing enrollment forms, and you selected multiple medical plans that can't be combined. So I was actually calling to see, um, which one you actually wanted to be enrolled into. You selected to be enrolled into the preventative plan, the Insure Plus Basic and the Insure Plus Enhance, as well as the MEC Enhance. Did you want me to go over the differences between those plans?

Conversation Format

Speaker speaker_0: Your call may be monitored, or recorded for quality purposes.

Speaker speaker_1: Good afternoon. I'm calling from Benefits Center Card on behalf of your staff and agency, MAU. I'm currently looking to speak with Mr. Carter, Daquan.

Speaker speaker_2: Daquan on this side.

Speaker speaker_1: Um, hey, good morning. I'm calling 'cause we're currently processing enrollment forms, and you selected multiple medical plans that can't be combined. So I was actually calling to see, um, which one you actually wanted to be enrolled into. You selected to be enrolled into the preventative plan, the Insure Plus Basic and the Insure Plus Enhance, as well as the MEC Enhance. Did you want me to go over the differences between those plans?