

## **Transcript: Estefania**

**Acevedo-5706435282386944-5069668667146240**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Hey, good afternoon. I'm calling from Benefits for your Card on behalf of NAU. I'm looking to speak with Mr. Clarence. Um, I'll have to call back, uh, once I get off. Okay, that's fine. Um, I just wanted to let you know that we're the healthcare administrators and we were processing the enrollment forms, and you selected multiple plans that can't be combined. So at the moment, you will be enrolled into the lowest one. If you wish to make any changes, you're welcome to give us a call at this number once you're off, of course. Okay. Okay? All right. Have a nice-

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes. Hey, good afternoon. I'm calling from Benefits for your Card on behalf of NAU. I'm looking to speak with Mr. Clarence.

Speaker speaker\_1: Um, I'll have to call back, uh, once I get off.

Speaker speaker\_0: Okay, that's fine. Um, I just wanted to let you know that we're the healthcare administrators and we were processing the enrollment forms, and you selected multiple plans that can't be combined. So at the moment, you will be enrolled into the lowest one. If you wish to make any changes, you're welcome to give us a call at this number once you're off, of course.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Okay? All right. Have a nice-