

## **Transcript: Francesca**

**Baez-4835394693677056-5643140603101184**

### **Full Transcript**

Your call has been forwarded to voicemail. Your call may be monitored or recorded for quality assurance purposes. The person you're trying to reach is not available. At the tone, please record your message. When you have finished recording, you may hang up. Good morning, Mr. Lee. This is Francesca with Benefits in No Car giving you a call on behalf of Oxford Global in regards to those issues you had with the virtual care website. Um, the IT department looked into it and they said that you should be all set to go now, that issue should not be a problem and you should have access to that virtual care website. If you go into it and you have any other further issues, feel free to give us a callback so that we can further assist you at 800-497-4856. We are open 8:00 AM to 8:00 PM Monday through Fridays Eastern time. Have a wonderful rest of your day.

### **Conversation Format**

Speaker speaker\_0: Your call has been forwarded to voicemail. Your call may be monitored or recorded for quality assurance purposes. The person you're trying to reach is not available. At the tone, please record your message. When you have finished recording, you may hang up.

Speaker speaker\_1: Good morning, Mr. Lee. This is Francesca with Benefits in No Car giving you a call on behalf of Oxford Global in regards to those issues you had with the virtual care website. Um, the IT department looked into it and they said that you should be all set to go now, that issue should not be a problem and you should have access to that virtual care website. If you go into it and you have any other further issues, feel free to give us a callback so that we can further assist you at 800-497-4856. We are open 8:00 AM to 8:00 PM Monday through Fridays Eastern time. Have a wonderful rest of your day.