

Transcript: VICTORIA

Taylor-4638398472470528-6734682553532416

Full Transcript

Your call may be monitored for quality assurance purposes. Hello? Yes? Hey, this is Victoria with Benefits and a Card. Uh, we administer medical insurance for MAU. Uh, MAU, MAU. Oh. Yeah. Hey, um, so I'm just calling because we received a enrollment form the 31st of October. It looks like you requested a couple different, uh, plans, but I'm calling specifically about the medical plans. It looks like you selected all of them, so we were unsure which one- Oh. I, oh, my bad. I didn't know which one the, um... I, I don't know what I was doing. Okay, um, were you wanting- Is there, um, is that, is that a, do I, is there a number that I can, uh, call back? Yeah, you can just call the same number back. Okay, thank you. Who do you need to ask for? And who would I need to ask for? Uh, no one specific. I'll take your dial here and I'll make notes. Um... I guess as of right now, I'll just leave the, the enrollment like it is, and you can just call us back. I see that we have to verify your eligibility anyways. Um, so just call us back when you can. Okay, thank you. You're welcome. Have a wonderful day. You too. Bye-bye. Bye-bye.

Conversation Format

Speaker speaker_0: Your call may be monitored for quality assurance purposes.

Speaker speaker_1: Hello?

Speaker speaker_2: Yes?

Speaker speaker_0: Hey, this is Victoria with Benefits and a Card. Uh, we administer medical insurance for MAU.

Speaker speaker_1: Uh, MAU, MAU. Oh. Yeah.

Speaker speaker_0: Hey, um, so I'm just calling because we received a enrollment form the 31st of October. It looks like you requested a couple different, uh, plans, but I'm calling specifically about the medical plans. It looks like you selected all of them, so we were unsure which one-

Speaker speaker_1: Oh. I, oh, my bad. I didn't know which one the, um... I, I don't know what I was doing.

Speaker speaker_0: Okay, um, were you wanting-

Speaker speaker_1: Is there, um, is that, is that a, do I, is there a number that I can, uh, call back?

Speaker speaker_0: Yeah, you can just call the same number back.

Speaker speaker_1: Okay, thank you.

Speaker speaker_2: Who do you need to ask for?

Speaker speaker_1: And who would I need to ask for?

Speaker speaker_0: Uh, no one specific. I'll take your dial here and I'll make notes. Um... I guess as of right now, I'll just leave the, the enrollment like it is, and you can just call us back. I see that we have to verify your eligibility anyways. Um, so just call us back when you can.

Speaker speaker_1: Okay, thank you.

Speaker speaker_0: You're welcome. Have a wonderful day.

Speaker speaker_1: You too. Bye-bye.

Speaker speaker_0: Bye-bye.