

## **Transcript: VICTORIA**

**Taylor-4711497329590272-4892884603027456**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance- Please leave your message for 334-618-4940. Hey, this message is for Charles. This is Victoria with Benefits and a Card. Um, we administer the medical insurance for MAU, and we previously spoke, um, about your coverage. Uh, there was an issue with your dependent children showing up, uh, under American Public Life. Uh, just giving you a call back to let you know American Public Life is up to date and is now showing your dependent children under the coverage. Um, I did also email you copies of your updated ID cards. If there's anything else you might need assistance with, please feel free to give us a call back. Phone number is 800-497-4856. We're open Monday through Friday, 8:00 AM to 8:00 PM Eastern Time. Thank you and have a wonderful day. To replay your message, press one. To continue recording, press two. To delete and re-record your message, press three. For delivery options, press four. To send a fax, press six. To cancel this message, press star. Your message has been sent. Thank you for calling. Goodbye.

### **Conversation Format**

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

Speaker speaker\_1: Please leave your message for 334-618-4940.

Speaker speaker\_2: Hey, this message is for Charles. This is Victoria with Benefits and a Card. Um, we administer the medical insurance for MAU, and we previously spoke, um, about your coverage. Uh, there was an issue with your dependent children showing up, uh, under American Public Life. Uh, just giving you a call back to let you know American Public Life is up to date and is now showing your dependent children under the coverage. Um, I did also email you copies of your updated ID cards. If there's anything else you might need assistance with, please feel free to give us a call back. Phone number is 800-497-4856. We're open Monday through Friday, 8:00 AM to 8:00 PM Eastern Time. Thank you and have a wonderful day.

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