

## **Transcript: VICTORIA**

**Taylor-5216411466383360-6346695863746560**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Hi, you've reached Francie now. Leave a message. Bye. Bye. Hey, this message is for, uh, Francie. This is Victoria with Benefits on a Card. Uh, we administer medical insurance for BGSS, um, and we did receive a enrollment form that you signed and dated on the 24th of February. Um, on the form, it looks like you did select to enroll into the VIP Plus, as well as the dental for employee plus children. Um, however, we are missing your children's information, such as their names, date of births and Social Security numbers. If you will just give us a call back as soon as possible. For right now, we are gonna enroll you into coverage for employee only, um, but our 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 rerecord your message, press three. For delivery options, press four. To send a fax, press six. To cancel this message, press star. To send this message now, press pound or hang up. 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 purposes.

Speaker speaker\_1: Hi, you've reached Francie now. Leave a message. Bye. Bye.

Speaker speaker\_2: Hey, this message is for, uh, Francie. This is Victoria with Benefits on a Card. Uh, we administer medical insurance for BGSS, um, and we did receive a enrollment form that you signed and dated on the 24th of February. Um, on the form, it looks like you did select to enroll into the VIP Plus, as well as the dental for employee plus children. Um, however, we are missing your children's information, such as their names, date of births and Social Security numbers. If you will just give us a call back as soon as possible. For right now, we are gonna enroll you into coverage for employee only, um, but our 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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