

## **Transcript: VICTORIA**

**Taylor-5337958718423040-5526124557549568**

### **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. Hey, this message is for Lavonta. This is Victoria with Benefits on a Card. We administer medical insurance for MAU and we did receive a enrollment form that you recently filled out, uh, requesting coverage. It looks like on the form you did select to enroll into both of the MEC plans. Unfortunately, you cannot have both, so we were just calling to verify which, uh, MEC medical plan you were wanting. As of right now, we're gonna enroll you into the following plans that you selected, the Stay Healthy MEC and the EnsurePlus Basics for medical, the dental, term life and vision as well for employee only. Um, but again, if this is not what you're wanting to enroll into, feel free to give us a call back so that we can make the adjustments needed to your enrollment. Um, we will also need a beneficiary for the term life policy. Um, so if you will just give us a call back, phone number is 886-5373. We're open Monday through Friday, 8:00 AM to 8:00 PM Eastern Time. Thank you and have a wonderful 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: Hey, this message is for Lavonta. This is Victoria with Benefits on a Card. We administer medical insurance for MAU and we did receive a enrollment form that you recently filled out, uh, requesting coverage. It looks like on the form you did select to enroll into both of the MEC plans. Unfortunately, you cannot have both, so we were just calling to verify which, uh, MEC medical plan you were wanting. As of right now, we're gonna enroll you into the following plans that you selected, the Stay Healthy MEC and the EnsurePlus Basics for medical, the dental, term life and vision as well for employee only. Um, but again, if this is not what you're wanting to enroll into, feel free to give us a call back so that we can make the adjustments needed to your enrollment. Um, we will also need a beneficiary for the term life policy. Um, so if you will just give us a call back, phone number is 886-5373. We're open Monday through Friday, 8:00 AM to 8:00 PM Eastern Time. Thank you and have a wonderful day.