

## **Transcript: VICTORIA**

**Taylor-5616483062431744-6365128711913472**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Six, two, three, six, four, two, nine, five, three is not available. Hey, this message is for Mr. Young. This is Victoria with Benefits on a Card. We administer medical insurance for Hamilton Reicker Group. Um, but it looks like we did receive a enrollment form that you recently filled out and, uh, signed on the 3rd of April. On the enrollment form, you did select a few of the different medical plans to enroll into, uh, the MEC TeleRX, the VIP Standard, and the MEC Enhanced. Um, unfortunately, you cannot have both, uh, MEC plans, so we're unsure of which one you're wanting. If you will, please 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. If you're satisfied with the message, press one. To le- to leave the number from which you are calling, press pound. To le-... Phone number 800-497-4856. If the number is correct, press one. To re-enter the... To send your message with normal delivery, press one. To send your message with urgent delivery, press two. To send your message with normal delivery, press one. To send your message with urgent delivery, pre- Thank you. Your message has been sent.

### **Conversation Format**

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

Speaker speaker\_1: Six, two, three, six, four, two, nine, five, three is not available.

Speaker speaker\_2: Hey, this message is for Mr. Young. This is Victoria with Benefits on a Card. We administer medical insurance for Hamilton Reicker Group. Um, but it looks like we did receive a enrollment form that you recently filled out and, uh, signed on the 3rd of April. On the enrollment form, you did select a few of the different medical plans to enroll into, uh, the MEC TeleRX, the VIP Standard, and the MEC Enhanced. Um, unfortunately, you cannot have both, uh, MEC plans, so we're unsure of which one you're wanting. If you will, please 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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