

## **Transcript: VICTORIA**

**Taylor-5749106311217152-4985210273054720**

### **Full Transcript**

Your call is being forwarded to an automated voice message system. Your call may be monitored or recorded for quality assurance purposes. 662-891-7977 is not available. At the tone, please record your message. When you are finished recording, you may hang up or press one for more options. Hey, this message is for Mr. Shaw. This is Victoria with Benefits on a Card. We administer medical insurance for Hamilton Riker Group and we did recently receive a enrollment form that you signed and dated, it looks like, actually yesterday, on the 26th of February. Um, on the enrollment form, you did select both of the MEC plans. Unfortunately, you cannot have both, um, so we're just unsure of what to enroll you into specifically, or what you're wanting. Um, as of right now, we are gonna enroll you into Stay Healthy MEC TeleRX and the VIP Standard for employee only, along with the dental, term life, uh, vision, critical illness, IDX Social Plus, FreeRx, uh, which actually comes with the MEC TeleRX, and virtual primary care for employee only. Um, so if this is not what you're wanting to enroll into, just give us a call back as soon as possible that, so we can make the adjustments needed. Um, our phone number is 800-497-4856, and we're open Monday through Friday, 8:00 AM to 8:00 PM Eastern Time. Thank you and have a wonderful day. If you are satisfied with your message, press one to listen to your message. Press two to erase and re-record. Press three. To continue recording where you left off, press four. To send your message with normal delivery, press one. To send your mess... Thank you. Your message has been sent. Goodbye.

### **Conversation Format**

Speaker speaker\_0: Your call is being forwarded to an automated voice message system.

Speaker speaker\_1: Your call may be monitored or recorded for quality assurance purposes.

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Speaker speaker\_2: Hey, this message is for Mr. Shaw. This is Victoria with Benefits on a Card. We administer medical insurance for Hamilton Riker Group and we did recently receive a enrollment form that you signed and dated, it looks like, actually yesterday, on the 26th of February. Um, on the enrollment form, you did select both of the MEC plans. Unfortunately, you cannot have both, um, so we're just unsure of what to enroll you into specifically, or what you're wanting. Um, as of right now, we are gonna enroll you into Stay Healthy MEC TeleRX and the VIP Standard for employee only, along with the dental, term life, uh, vision, critical

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