

## **Transcript: VICTORIA**

**Taylor-5788358132547584-5850104864096256**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Please leave your message for three eight zero two zero zero two nine five nine . Hey, this message is for Ms. Augustine. This is Victoria with Benefits on a Card. We administer medical insurance for Surge Staffing, um, and we did attempt to send you, um, a copy of the medical ID card for the medical plan that you're enrolled into, but it was returned back to us. So, we just wanted to verify the mailing address we have on file for you. Um, if you will, please give us a call back. 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 re-record 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. Please leave your message for three eight zero two zero zero two nine five nine .

Speaker speaker\_1: Hey, this message is for Ms. Augustine. This is Victoria with Benefits on a Card. We administer medical insurance for Surge Staffing, um, and we did attempt to send you, um, a copy of the medical ID card for the medical plan that you're enrolled into, but it was returned back to us. So, we just wanted to verify the mailing address we have on file for you. Um, if you will, please give us a call back. 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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