

## **Transcript: VICTORIA**

**Taylor-5948197341151232-5333885769662464**

### **Full Transcript**

Your call 3 monitors are recorded for quality assurance purposes. Hi, Amy. This is Lisa Garrett. Please leave your name and number. And I'll get back to you as soon as I can. Thank you. Bye. At the tone, please record your message. When you've finished recording, you may hang up or press one for more options. Hey, this message is for Amy. This is Victoria with Benefits and a Card. We administer medical insurance for Nora Staffing Group. Um, just giving you a call back to let you know we are still waiting on a copy of your actual ID card. Um, but I was able to obtain the policy number for your medical plan, uh, which is 261-1351. So again, it's 261-1351. Um, the name of the insurance carrier for medical is American Public Life. The name of the network is MultiPlan. And just in case you might need this as well, the group number is 700-94. Um, again, we are still waiting on the actual ID card. Once I get access to that, I will just send it over to your email, but you should be able to use your policy information. Um, in the meantime, if you have any other questions or concerns, feel free to give us a call back. The number is 800-497-4856. Thank you and have a wonderful day. If you're satisfied with the message, press one. To li- To send your message with normal delivery, press one. To send your... Thank you. Your message has been sent.

### **Conversation Format**

Speaker speaker\_0: Your call 3 monitors are recorded for quality assurance purposes.

Speaker speaker\_1: Hi, Amy. This is Lisa Garrett. Please leave your name and number. And I'll get back to you as soon as I can. Thank you. Bye.

Speaker speaker\_0: At the tone, please record your message. When you've finished recording, you may hang up or press one for more options.

Speaker speaker\_2: Hey, this message is for Amy. This is Victoria with Benefits and a Card. We administer medical insurance for Nora Staffing Group. Um, just giving you a call back to let you know we are still waiting on a copy of your actual ID card. Um, but I was able to obtain the policy number for your medical plan, uh, which is 261-1351. So again, it's 261-1351. Um, the name of the insurance carrier for medical is American Public Life. The name of the network is MultiPlan. And just in case you might need this as well, the group number is 700-94. Um, again, we are still waiting on the actual ID card. Once I get access to that, I will just send it over to your email, but you should be able to use your policy information. Um, in the meantime, if you have any other questions or concerns, feel free to give us a call back. The number is 800-497-4856. Thank you and have a wonderful day.

Speaker speaker\_0: If you're satisfied with the message, press one. To li- To send your message with normal delivery, press one. To send your... Thank you. Your message has been sent.