

Transcript: VICTORIA

Taylor-5965749605154816-5756879305752576

Full Transcript

Your call is being recorded to a voice system. 607-222-1939 is not available. At the tone, please record your message. When you have finished recording, you may hang up or press one for more options. Hey, this message is for Julian. This is Victoria with Benefits on a Card, uh, calling in on behalf of MAU in regards to the medical insurance they offer. Uh, just to let you know, um, we did take a look into the issue with your virtual care services. Um, it was an issue with the last deduction that was made out of your check for coverage. You were overcharged, uh, for this week, so you should be receiving a refund for that. Um, and also now you should be able to use the virtual care services. So everything is, um, you know, back up and running. Now if you do run into any issues and, uh, which you shouldn't, but if you do, 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. Again, you should be receiving a refund for the overcharge, um, and then also your virtual care services should be now working. Thank you and have a wonderful day. If you are satisfied with your message, press one to listen to your message. To send your message with normal delivery, press one. To send your message with... Thank you. Your message has been sent. Goodbye.

Conversation Format

Speaker speaker_0: Your call is being recorded to a voice system. 607-222-1939 is not available. At the tone, please record your message. When you have finished recording, you may hang up or press one for more options.

Speaker speaker_1: Hey, this message is for Julian. This is Victoria with Benefits on a Card, uh, calling in on behalf of MAU in regards to the medical insurance they offer. Uh, just to let you know, um, we did take a look into the issue with your virtual care services. Um, it was an issue with the last deduction that was made out of your check for coverage. You were overcharged, uh, for this week, so you should be receiving a refund for that. Um, and also now you should be able to use the virtual care services. So everything is, um, you know, back up and running. Now if you do run into any issues and, uh, which you shouldn't, but if you do, 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. Again, you should be receiving a refund for the overcharge, um, and then also your virtual care services should be now working. Thank you and have a wonderful day.

Speaker speaker_0: If you are satisfied with your message, press one to listen to your message. To send your message with normal delivery, press one. To send your message

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