

## **Transcript: VICTORIA**

**Taylor-6091512168792064-5203368565227520**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Your call has been forwarded to an automated voice message system. Todd Phillips. 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 Todd Phillips. This is Victoria with Benefits on a Card. We administer medical insurance for Innovative Spa Solutions, and we have been speaking, um, previously about your vision coverage through MetLife. We have reached out to MetLife and got you up to date in their systems so you should be good to y- go to use the coverage now. Um, if you run into any other, um, issues feel free to 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. However, again, we have reached out to MetLife and got you up to date in their systems, so you should be good to go to use the vision coverage. Thank you and have a wonderful day. If you are satisfied with your message, press one to listen. To send your message with normal delivery, press one. To... Thank you. Your message has been sent. Goodbye.

### **Conversation Format**

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

Speaker speaker\_1: Your call has been forwarded to an automated voice message system. Todd Phillips.

Speaker speaker\_0: 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\_2: Hey, this message is for Todd Phillips. This is Victoria with Benefits on a Card. We administer medical insurance for Innovative Spa Solutions, and we have been speaking, um, previously about your vision coverage through MetLife. We have reached out to MetLife and got you up to date in their systems so you should be good to y- go to use the coverage now. Um, if you run into any other, um, issues feel free to 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. However, again, we have reached out to MetLife and got you up to date in their systems, so you should be good to go to use the vision coverage. Thank you and have a wonderful day.

Speaker speaker\_0: If you are satisfied with your message, press one to listen. To send your message with normal delivery, press one. To... Thank you. Your message has been sent.

Goodbye.