

## **Transcript: VICTORIA**

**Taylor-6411015820591104-6717895327531008**

### **Full Transcript**

Your call has been forwarded to voice mail. Your call is being monitored or recorded for quality assurance purposes. The person you're trying to reach is not available. At the tone, please record your message. When you have finished recording, you may hang up. Hey, this message is for Ann Dean Wynn. This is Victoria with Benefits and a Card. Just giving you a call in regards to the medical insurance being offered through your employer, Oxford Global, uh, regarding the qualifying life event- event that you submitted and the documentation that you provided. Unfortunately, this documentation will not work for the qualifying life event. What we will need is a document stating, um, the involuntary reason why you lost coverage, what you were enrolled into, the dependents that were enrolled into that plan, the start and the end date of the coverage. Again, e- we will also need to know the involuntary reason why the coverage is no longer active. You should be able to get this information from your previous insurance carrier. Um, once you are able to pro- get that information in the document, just forward it back over to us at the same email, [info@benefitsandacard.com](mailto:info@benefitsandacard.com). If you have any other questions or concerns, 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. Thank you and have a wonderful day. Hello? Can you hear me? Hello?

### **Conversation Format**

Speaker speaker\_0: Your call has been forwarded to voice mail. Your call is being monitored or recorded for quality assurance purposes. The person you're trying to reach is not available. At the tone, please record your message. When you have finished recording, you may hang up.

Speaker speaker\_1: Hey, this message is for Ann Dean Wynn. This is Victoria with Benefits and a Card. Just giving you a call in regards to the medical insurance being offered through your employer, Oxford Global, uh, regarding the qualifying life event- event that you submitted and the documentation that you provided. Unfortunately, this documentation will not work for the qualifying life event. What we will need is a document stating, um, the involuntary reason why you lost coverage, what you were enrolled into, the dependents that were enrolled into that plan, the start and the end date of the coverage. Again, e- we will also need to know the involuntary reason why the coverage is no longer active. You should be able to get this information from your previous insurance carrier. Um, once you are able to pro- get that information in the document, just forward it back over to us at the same email, [info@benefitsandacard.com](mailto:info@benefitsandacard.com). If you have any other questions or concerns, feel free to give us

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