

## **Transcript: VICTORIA**

**Taylor-6567646150836224-5514097031692288**

### **Full Transcript**

Your call may be monitored or recorded for Quality Assurance purposes. Please leave your message for... Steve O. Hi. Am I speaking to Steven Smith? Hey, this message is for Steven Smith. This is Victoria with Benefits on a Card. We administer medical insurance for HSS and we did receive a enrollment form that you signed and dated on the 12th of February. It looks like on the enrollment form you did select to enroll in to- uh, a few different plans, but you also selected to not participate. Uh, so we're unsure if you're wanting to enroll or not. If you will, just 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- 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.

Speaker speaker\_1: Please leave your message for...

Speaker speaker\_2: Steve O.

Speaker speaker\_3: Hi. Am I speaking to Steven Smith? Hey, this message is for Steven Smith. This is Victoria with Benefits on a Card. We administer medical insurance for HSS and we did receive a enrollment form that you signed and dated on the 12th of February. It looks like on the enrollment form you did select to enroll in to- uh, a few different plans, but you also selected to not participate. Uh, so we're unsure if you're wanting to enroll or not. If you will, just 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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