

## **Transcript: VICTORIA**

**Taylor-6656906464378880-5551618508242944**

### **Full Transcript**

Your call has been forwarded to voicemail. Your call may be 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. Okay. This message is for, um, Bernadette. This is Victoria with the Benefits and a Card. We administer medical insurance for the Resource Company, and we did receive a enrollment form that you signed and dated on the 3rd of March. It looks like you're requesting a few different plans for yourself. Um, I do see here, as far as medical is concerned, you did select the VIP Basic and the VIP Classic. Unfortunately, you cannot have both plans, so we're just calling to verify which one you would prefer. Um, if you will, please give us a call back. The 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.

### **Conversation Format**

Speaker speaker\_0: Your call has been forwarded to voicemail.

Speaker speaker\_1: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_0: 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\_2: Okay. This message is for, um, Bernadette. This is Victoria with the Benefits and a Card. We administer medical insurance for the Resource Company, and we did receive a enrollment form that you signed and dated on the 3rd of March. It looks like you're requesting a few different plans for yourself. Um, I do see here, as far as medical is concerned, you did select the VIP Basic and the VIP Classic. Unfortunately, you cannot have both plans, so we're just calling to verify which one you would prefer. Um, if you will, please give us a call back. The 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.