

## **Transcript: VICTORIA**

**Taylor-6705180214083584-6454281445097472**

### **Full Transcript**

... converted 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. Hey, this message is for Ms. Copeland. This is Victoria with Benefits on the Card. We administer medical insurance for MAU, and we did receive, uh, two different enrollment forms, uh, that you signed and dated on the 19th of December. Um, on the enroll- on one of the enrollment forms, it looks like you selected the Stay Healthy MEC as well as the Stay Healthy MEC Enhanced for medical. However, you cannot have both, so we were just calling to verify, um, which one y- which plan you were wanting. Um, it does look like you also selected the dental, term life, vision, critical illness, group accident, um, as additional add-ons. Um, so again, we're just calling to verify which specific medical plan you're wanting. Um, as of right now, we have enrolled you into the MEC Stay Healthy, um, but if you're actually wanting the MEC Stay Healthy Enhanced, uh, just give us a call back. Our phone number is 886-5373. 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: ... converted 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: Hey, this message is for Ms. Copeland. This is Victoria with Benefits on the Card. We administer medical insurance for MAU, and we did receive, uh, two different enrollment forms, uh, that you signed and dated on the 19th of December. Um, on the enroll- on one of the enrollment forms, it looks like you selected the Stay Healthy MEC as well as the Stay Healthy MEC Enhanced for medical. However, you cannot have both, so we were just calling to verify, um, which one y- which plan you were wanting. Um, it does look like you also selected the dental, term life, vision, critical illness, group accident, um, as additional add-ons. Um, so again, we're just calling to verify which specific medical plan you're wanting. Um, as of right now, we have enrolled you into the MEC Stay Healthy, um, but if you're actually wanting the MEC Stay Healthy Enhanced, uh, just give us a call back. Our phone number is 886-5373. We're open Monday through Friday, 8:00 AM to 8:00 PM Eastern Time. Thank you and have a wonderful day.