

## **Transcript: VICTORIA**

**Taylor-6712495466921984-4817913720389632**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Hey, this is, uh, Victoria with Benefits and a Card. We administer medical insurance for BGS, the staffing agency, um, and we did receive a enrollment form that you signed and dated on the 13th of March. Um, it looks like on the enrollment form, you did select to enroll into the virtual primary care for employee only, but you also selected to decline coverage. So, we're unsure if you're wanting to, uh, enroll or not. If you are wanting to enroll, 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.

### **Conversation Format**

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

Speaker speaker\_1: Hey, this is, uh, Victoria with Benefits and a Card. We administer medical insurance for BGS, the staffing agency, um, and we did receive a enrollment form that you signed and dated on the 13th of March. Um, it looks like on the enrollment form, you did select to enroll into the virtual primary care for employee only, but you also selected to decline coverage. So, we're unsure if you're wanting to, uh, enroll or not. If you are wanting to enroll, 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.