

## **Transcript: Estefania**

**Acevedo-5158071288643584-5192386382839808**

### **Full Transcript**

Your call may be- Hello. ... monitored or recorded for quality assurance purposes. Hey, good afternoon. I just got off the phone with you, um, regarding your healthcare benefits. I actually forgot to let you know that the VIP standard is \$31.50, 56 cents for your employee plus spouse. Is that okay? On top of the \$26? Correct. That plan alone's, um- So 57- ... going to be- ... dollars a week? So with that included is actually gonna be \$58.26. Um, without it, it would be 26.70, but with the medical plan being the VIP standard for employee plus spouse, that would be \$58.26 weekly from your paycheck. No, I don't want it. Okay. All right, so, so it's gonna be 26.70 weekly from your paycheck, okay? Yep. Thank you. All right. Thank you. Have a nice day.

### **Conversation Format**

Speaker speaker\_0: Your call may be-

Speaker speaker\_1: Hello.

Speaker speaker\_0: ... monitored or recorded for quality assurance purposes. Hey, good afternoon. I just got off the phone with you, um, regarding your healthcare benefits. I actually forgot to let you know that the VIP standard is \$31.50, 56 cents for your employee plus spouse. Is that okay?

Speaker speaker\_1: On top of the \$26?

Speaker speaker\_0: Correct. That plan alone's, um-

Speaker speaker\_1: So 57-

Speaker speaker\_0: ... going to be-

Speaker speaker\_1: ... dollars a week?

Speaker speaker\_0: So with that included is actually gonna be \$58.26. Um, without it, it would be 26.70, but with the medical plan being the VIP standard for employee plus spouse, that would be \$58.26 weekly from your paycheck.

Speaker speaker\_1: No, I don't want it.

Speaker speaker\_0: Okay. All right, so, so it's gonna be 26.70 weekly from your paycheck, okay?

Speaker speaker\_1: Yep. Thank you.

Speaker speaker\_0: All right. Thank you. Have a nice day.