

## Transcript: Estefania

**Acevedo-5542675895074816-6181141915942912**

### Full Transcript

Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? Hi, Stephanie. Um, yes. Uh, just got hired today for, um, and I was given this benefits book, information from, and to give you guys a call today before 5:00, so I'm calling you to let you know which one that I, I chose. Okay. Um, what second agency are you working with? I'm not working with them. ... I just got hired with the company. Yeah, so you're about to work with them? No. I, I just got hired through them. Okay. Yeah. Well, what's the name of the agency? The Resource. The Resource. Okay. I got it. And then what are the last four of your Social? 4406. First and last name, please. E-L. E as in effort, L as in Larry. Okay. And you said The Resource Company? Yes, ma'am. Okay, so they still haven't sent us your file, so if you want, we can go ahead and create one. Um, I do need your full Social, full address, and all that information. Sure, no problem. Uh, which one you want first? Um, if you could please give me your Social. Sure. It's 244-43-4406. Okay, thank you. You're welcome. What's your first and last name? I'll spell it for you. Uh, it's, for my first name it's TeCumseh. It's spelled T-E-U-C-U-M-S-E-H. And then my last name is only two letters, E-L. Okay, thank you. You're welcome. And then, um, can you just re-spell it just so that I'm sure that I have everything correct? Sure. Uh, T as in Tom, E as in Edward, U as in uniform, C as in Charlie, U as in uniform, M as in Mary, S as in Sam, E as in Edward, H as in hotel. Okay, thank you. I got it. And then what was the address? Sure. 901 Akin Drive, A-K-I-N, apartment 2B as in boy, Greensboro, North Carolina. Zip code 27409. And then what's your date of birth? Sure. It's June 27, 1984. 336-686-0672 is your phone number? Yeah, that's my... Yeah. That's my new number. Yeah. Did you want a secondary phone number? It's optional. Uh, sure. You can do 336-988-5060. And then, do you want to provide a email address? Yes. It's T-O-O-C-O-M-E-S-E-E@icloud.com. Okay, thank you. I have T-O-O-C-O-M-E-S-E-E@icloud.com? Sure. It's like toocumsee@gmail.com. I mean, I'm sorry, @icloud.com. Yeah. Okay. Okay. And then, which ones were the ones that you wanted to enroll into? Yeah. So the one of that, uh, that he showed me here is this one here, is the, uh, the term life and, and AD&D; weekly deduction. Mm-hmm. Um, yeah, for just, just for the employee. Okay. Um, that's the one I, I chosen. And, um, as the... And let's see, the weekly deduction will be \$15.65. For term life, it is \$1.96 for the employee plan. Okay. And then did you want to add- And, and, uh- ... add any other ones? And also, uh, I also included, um, the health insurance that you now have- No. So, so- Okay. So term life would just be term life alone. Then the, for the- Okay. ... healthcare, uh, plans that they offer, it looks like they offer three. The MEC Telarefs is your preventative plan that only covers your preventative services, which are considered like a physical, some vaccines, some STD and cancer screenings. That's, um, for your MEC Telarefs. That's for only- Oh, okay. ... preventative services, and it does require you to stay within the network and only use their clinics and doctors to receive

coverage. Then your two- Right. ... VIP plans, you know, the VIP Classic and the VIP Basic, those are your medical plans that actually do cover doctor visits that's sick, hospital visits- Mm-hmm. ... that's injured, urgent care, emergency room, and surgeries, but they don't cover preventative services. It looks like they- Gotcha. ... don't offer a fourth plan that covers both your preventative visits and your hospital indemnity. So if you would want, like, preventative service coverage, you would have to choose the MEC Telarefs and one of the VIPs. Um, but if you want- Okay, that's- 'Cause I know some people don't go for their annuals and checkups, so they don't get the MEC, but some people do. So it really just depends on how often you go- Mm-hmm. ... to the doctor and if you get those, like, physicals and stuff. Yeah, I really don't... I haven't..... uh, not to brag, but I haven't been to the doctor in quite some time. Okay. Uh, 'cause I don't, I don't, I don't do any smoking or drinking- Mm-hmm. ... any alcohol or anything like that. So, def- definitely not taking drugs. Yeah. So- Okay. ... I'll, uh- And so your- But- ... VIPs are the ones that if you get sick and go to the doctor's, those are the ones that would be covered, VIP Basic and the Classic, and then like I said, the preventative is mainly for like a physical, some vaccines. Um- Some medications. No, that, that person you just said, the, the Basic one that you mentioned? Mm-hmm. That'd, that'd be it. Perfect. Okay. And then I was gonna tell you that VIP Basic doesn't cover hospital confinement, intensive care, rehabilitation- Uh-huh. ... nor preventative care. The one that does- Oh, okay. ... is Classic. N- Gotcha. Mm-hmm. So if you get the VIP Basic for employee only, that's a weekly deduction of \$15.50. And it does have prescription benefits through Pharmacoville. Depending on the generic medication that you get, you can pay up to \$10, \$20, \$30. It just depends on the generic medication. And for the non-generics, they offer you a discount. It looks like the VIP Basic also does cover... it has something called Virtual Urgent Care, which offers medical assistance virtually- Yeah. ... um, via phone call or video call without having to step into like a doctor's office. Gotcha. Nice. And that one's \$15.50 weekly. So if you get the, um, the VIP Basic and the Term Life Plan, together that would be a weekly deduction of \$17.46. Oh, nice. Um, I was gonna tell you that they also offer dental, vision, critical illness, group accident. Hmm. Yeah. Um, I'll just... The, the \$15 one that you mentioned before- Mm-hmm. ... the Basic? Okay. Uh, that'll, that'll be the one I'll be, uh, I will choose. Okay. And then did you wanna do employee only or were you looking into dependents? Uh, this... Yeah. Just employee only. Just me. This- You, you said something? Hello? Yes, hello? Can you hear me? Um, yeah. Uh, did you wanna add any other plans? Uh, no. That, that's, that's just fine. It's ju- it's just me. Just me alone. And that's, that's it. Okay. And then- Hmm? ... I'm sorry. It's 'cause I don't know why but you go- 'Cause you keep on going i- out. So I'm not sure. I'm not sure why the signal's gone out. Yeah, I think you're... I think we're breaking up for some reason. I don't know why. I'm not sure why because I have- Um, but so far I have- ... all, all my bars are up. ... Term Life and the- And I... And my WiFi is, is up as well. All bars. So I'm not sure what's going on. Oh. It might be my... Um, but so far I have the VIP Basic for \$15.50 weekly. And did you still want the Term Life Plan for \$1.96? Uh... Okay. Oh, okay. Oh, no. This is fine. No, no mail. No thank you. Hm? No? Not for the Term Life, right? Yeah, yeah. Just th- just the se- whatever the \$15, uh, one- Okay. ... it includes. Just that. I'll... That's what, that's when I'll be going with. Okay. Okay, and then I was gonna tell you please allow one or two weeks for your staffing agency to start making this deduction of the \$15.50. Sure. Once you see the very first deduction of the \$15.50 come out of your paycheck, the following- Mm-hmm. ... Monday of that very first deduction is when your plan becomes effective. And I

was gonna tell you normally for the VIP plans, they don't send those cards out physically, so once you do see that, um, first deduction the following Monday, if you do want- Yeah. ... a physical card sent to you, um, you can always call this number and request it and we'll request it to the carrier and they'll- Okay. ... they'll, they'll mail it out to you. Okay. So if... So there, there, there's no fees, uh, for that to happen? No. No, sir. Oh, okay. Okay. And then, um, if you have a doctor's appointment and, of course, you don't have your card yet, we can email them to you via email. So you could have it via email at... while you wait for the physical one. Okay. Well, thank you. Well, well thankfully I don't have one. Um, so- Okay. ... I'm, I'm good. And then just remember that if you do want a physical card, to please contact us the following Monday of that first deduction so that we can request it 'cause I think sometimes people forget and they're wondering where their medical card is, but they don't send it out. Yeah. You have to request it. Uh, but- Gonna request it. ... we can always send it to you via email like I said, but for a physical one, we do have to request those. Right. And you said I had to wait until when? Uh, once, so once you see the very first deduction of the \$15.50 come out of your paycheck... It typically takes one or two weeks. It could be one week, but it could be two, so I would be checking your pay stubs to see when that money finally- Hmm. ... got deducted. Got it. Okay. And then- Great. So- ... the following Monday of that very first deduction is when the plan- Mm-hmm. ... becomes active and you can call us. Okay. Well, thanks for breaking that down for me. Mm-hmm. All right. And then if you wanna add any other plans, you have 30 days from the day that you receive your first check to do so, to give us a call and add any new plans. Um, if you pass the 30 days, you would have to do it within company open enrollment, which for- Mm-hmm. ... the resource, I can check to see- Yeah. ... what month that is. But if you wanted to- Oh, no. I'm good. ... they come out when you want, 18, you're welcome to do that, too. And it looks like they're- I appreciate that. ... running continuously. Okay. And it looks like your- Appreciate it. ... enrollment company is in December. Oh. So I have to wait until the... at the end of this year? Yes, if you wanna add any additional plans, so like dental, vision, any of that. Oh, I don't. Yeah. I don't. Oh, yep. Then you don't have to do anything. No, you just- Yeah. ... have to wait for them to do the first deduction. Yeah. I'll be- But you're all set. Well, awesome. Great. Thank you so much. And so I'll just wait until like, uh, you said, until my first paycheck and then I'll see the deduction, oh, so it's five, six, \$15.50 come out? Uh- Uh, so typically you're, you're supposed to wait like maybe one or two weeks. Um, it could be like one week or two weeks that they take to deduct it out of your paycheck. I wouldn't really be able to tell you when. Mm-hmm. So that's why I would just be looking at your pay stubs. But once you see that very first deduction of the \$15.50 come out of your paycheck- Yeah. ... the following Monday is when the plan becomes active. Got it. And you can call us if you need to request something. Okay. Mm-hmm. Okay, perfect. Thank you so much. And your, and your name again? My name is Stephanie. Thank you, Stephanie. You're, you're, you're great. Thank you so much. Thank you. Have a nice day. If you have any questions- Mm-hmm. ... you're welcome to call us. We're open from 8:00 AM up until- Nice. ... 8:00 PM Eastern Time. Okay, perfect. Thank you so very much. You're welcome. Have a nice day. You too, Stephanie.

## Conversation Format

Speaker speaker\_0: Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you?

Speaker speaker\_1: Hi, Stephanie. Um, yes. Uh, just got hired today for, um, and I was given this benefits book, information from, and to give you guys a call today before 5:00, so I'm calling you to let you know which one that I, I chose.

Speaker speaker\_0: Okay. Um, what second agency are you working with?

Speaker speaker\_1: I'm not working with them. ... I just got hired with the company.

Speaker speaker\_0: Yeah, so you're about to work with them?

Speaker speaker\_1: No. I, I just got hired through them.

Speaker speaker\_0: Okay. Yeah. Well, what's the name of the agency?

Speaker speaker\_1: The Resource. The Resource.

Speaker speaker\_0: Okay. I got it. And then what are the last four of your Social?

Speaker speaker\_1: 4406.

Speaker speaker\_0: First and last name, please.

Speaker speaker\_1: E-L. E as in effort, L as in Larry.

Speaker speaker\_0: Okay. And you said The Resource Company?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: Okay, so they still haven't sent us your file, so if you want, we can go ahead and create one. Um, I do need your full Social, full address, and all that information.

Speaker speaker\_1: Sure, no problem. Uh, which one you want first?

Speaker speaker\_0: Um, if you could please give me your Social.

Speaker speaker\_1: Sure. It's 244-43-4406.

Speaker speaker\_0: Okay, thank you.

Speaker speaker\_1: You're welcome.

Speaker speaker\_0: What's your first and last name?

Speaker speaker\_1: I'll spell it for you. Uh, it's, for my first name it's TeCumseh. It's spelled T-E-U-C-U-M-S-E-H. And then my last name is only two letters, E-L.

Speaker speaker\_0: Okay, thank you.

Speaker speaker\_1: You're welcome.

Speaker speaker\_0: And then, um, can you just re-spell it just so that I'm sure that I have everything correct?

Speaker speaker\_1: Sure. Uh, T as in Tom, E as in Edward, U as in uniform, C as in Charlie, U as in uniform, M as in Mary, S as in Sam, E as in Edward, H as in hotel.

Speaker speaker\_0: Okay, thank you. I got it. And then what was the address?

Speaker speaker\_1: Sure. 901 Akin Drive, A-K-I-N, apartment 2B as in boy, Greensboro, North Carolina. Zip code 27409.

Speaker speaker\_0: And then what's your date of birth?

Speaker speaker\_1: Sure. It's June 27, 1984.

Speaker speaker\_0: 336-686-0672 is your phone number?

Speaker speaker\_1: Yeah, that's my... Yeah. That's my new number. Yeah.

Speaker speaker\_0: Did you want a secondary phone number? It's optional.

Speaker speaker\_1: Uh, sure. You can do 336-988-5060.

Speaker speaker\_0: And then, do you want to provide a email address?

Speaker speaker\_1: Yes. It's T-O-O-C-O-M-E-S-E-E@icloud.com.

Speaker speaker\_0: Okay, thank you. I have T-O-O-C-O-M-E-S-E-E@icloud.com?

Speaker speaker\_1: Sure. It's like toocumsee@gmail.com. I mean, I'm sorry, @icloud.com. Yeah.

Speaker speaker\_0: Okay. Okay. And then, which ones were the ones that you wanted to enroll into?

Speaker speaker\_1: Yeah. So the one of that, uh, that he showed me here is this one here, is the, uh, the term life and, and AD&D; weekly deduction.

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: Um, yeah, for just, just for the employee.

Speaker speaker\_0: Okay.

Speaker speaker\_1: Um, that's the one I, I chosen. And, um, as the... And let's see, the weekly deduction will be \$15.65.

Speaker speaker\_0: For term life, it is \$1.96 for the employee plan.

Speaker speaker\_1: Okay.

Speaker speaker\_0: And then did you want to add-

Speaker speaker\_1: And, and, uh-

Speaker speaker\_0: ... add any other ones?

Speaker speaker\_1: And also, uh, I also included, um, the health insurance that you now have-

Speaker speaker\_0: No. So, so-

Speaker speaker\_1: Okay.

Speaker speaker\_0: So term life would just be term life alone. Then the, for the-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... healthcare, uh, plans that they offer, it looks like they offer three. The MEC Telarefs is your preventative plan that only covers your preventative services, which are considered like a physical, some vaccines, some STD and cancer screenings. That's, um, for your MEC Telarefs. That's for only-

Speaker speaker\_1: Oh, okay.

Speaker speaker\_0: ... preventative services, and it does require you to stay within the network and only use their clinics and doctors to receive coverage. Then your two-

Speaker speaker\_1: Right.

Speaker speaker\_0: ... VIP plans, you know, the VIP Classic and the VIP Basic, those are your medical plans that actually do cover doctor visits that's sick, hospital visits-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: ... that's injured, urgent care, emergency room, and surgeries, but they don't cover preventative services. It looks like they-

Speaker speaker\_1: Gotcha.

Speaker speaker\_0: ... don't offer a fourth plan that covers both your preventative visits and your hospital indemnity. So if you would want, like, preventative service coverage, you would have to choose the MEC Telarefs and one of the VIPs. Um, but if you want-

Speaker speaker\_1: Okay, that's-

Speaker speaker\_0: 'Cause I know some people don't go for their annuals and checkups, so they don't get the MEC, but some people do. So it really just depends on how often you go-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: ... to the doctor and if you get those, like, physicals and stuff.

Speaker speaker\_1: Yeah, I really don't... I haven't..... uh, not to brag, but I haven't been to the doctor in quite some time.

Speaker speaker\_0: Okay.

Speaker speaker\_1: Uh, 'cause I don't, I don't, I don't do any smoking or drinking-

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: ... any alcohol or anything like that. So, def- definitely not taking drugs.

Speaker speaker\_0: Yeah.

Speaker speaker\_1: So-

Speaker speaker\_0: Okay.

Speaker speaker\_1: ... I'll, uh-

Speaker speaker\_0: And so your-

Speaker speaker\_1: But-

Speaker speaker\_0: ... VIPs are the ones that if you get sick and go to the doctor's, those are the ones that would be covered, VIP Basic and the Classic, and then like I said, the preventative is mainly for like a physical, some vaccines.

Speaker speaker\_1: Um-

Speaker speaker\_0: Some medications.

Speaker speaker\_1: No, that, that person you just said, the, the Basic one that you mentioned?

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: That'd, that'd be it. Perfect.

Speaker speaker\_0: Okay. And then I was gonna tell you that VIP Basic doesn't cover hospital confinement, intensive care, rehabilitation-

Speaker speaker\_1: Uh-huh.

Speaker speaker\_0: ... nor preventative care. The one that does-

Speaker speaker\_1: Oh, okay.

Speaker speaker\_0: ... is Classic. N-

Speaker speaker\_1: Gotcha.

Speaker speaker\_0: Mm-hmm. So if you get the VIP Basic for employee only, that's a weekly deduction of \$15.50. And it does have prescription benefits through Pharmacoville. Depending on the generic medication that you get, you can pay up to \$10, \$20, \$30. It just depends on the generic medication. And for the non-generics, they offer you a discount. It looks like the VIP Basic also does cover... it has something called Virtual Urgent Care, which offers medical assistance virtually-

Speaker speaker\_1: Yeah.

Speaker speaker\_0: ... um, via phone call or video call without having to step into like a doctor's office.

Speaker speaker\_1: Gotcha. Nice.

Speaker speaker\_0: And that one's \$15.50 weekly. So if you get the, um, the VIP Basic and the Term Life Plan, together that would be a weekly deduction of \$17.46.

Speaker speaker\_1: Oh, nice.

Speaker speaker\_0: Um, I was gonna tell you that they also offer dental, vision, critical illness, group accident.

Speaker speaker\_1: Hmm. Yeah. Um, I'll just... The, the \$15 one that you mentioned before-

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: ... the Basic?

Speaker speaker\_0: Okay.

Speaker speaker\_1: Uh, that'll, that'll be the one I'll be, uh, I will choose.

Speaker speaker\_0: Okay. And then did you wanna do employee only or were you looking into dependents?

Speaker speaker\_1: Uh, this... Yeah. Just employee only. Just me.

Speaker speaker\_0: This-

Speaker speaker\_1: You, you said something?

Speaker speaker\_0: Hello?

Speaker speaker\_1: Yes, hello? Can you hear me?

Speaker speaker\_0: Um, yeah. Uh, did you wanna add any other plans?

Speaker speaker\_1: Uh, no. That, that's, that's just fine. It's ju- it's just me. Just me alone. And that's, that's it.

Speaker speaker\_0: Okay. And then-

Speaker speaker\_1: Hmm?

Speaker speaker\_0: ... I'm sorry. It's 'cause I don't know why but you go-

Speaker speaker\_1: 'Cause you keep on going i- out. So I'm not sure. I'm not sure why the signal's gone out.

Speaker speaker\_0: Yeah, I think you're... I think we're breaking up for some reason. I don't know why.

Speaker speaker\_1: I'm not sure why because I have-

Speaker speaker\_0: Um, but so far I have-

Speaker speaker\_1: ... all, all my bars are up.



Speaker speaker\_0: ... Term Life and the-

Speaker speaker\_1: And I... And my WiFi is, is up as well. All bars. So I'm not sure what's going on.

Speaker speaker\_0: Oh. It might be my... Um, but so far I have the VIP Basic for \$15.50 weekly. And did you still want the Term Life Plan for \$1.96?

Speaker speaker\_1: Uh... Okay. Oh, okay. Oh, no. This is fine. No, no mail. No thank you.

Speaker speaker\_0: Hm? No? Not for the Term Life, right?

Speaker speaker\_1: Yeah, yeah. Just th- just the se- whatever the \$15, uh, one-

Speaker speaker\_0: Okay.

Speaker speaker\_1: ... it includes. Just that. I'll... That's what, that's when I'll be going with.

Speaker speaker\_0: Okay. Okay, and then I was gonna tell you please allow one or two weeks for your staffing agency to start making this deduction of the \$15.50.

Speaker speaker\_1: Sure.

Speaker speaker\_0: Once you see the very first deduction of the \$15.50 come out of your paycheck, the following-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: ... Monday of that very first deduction is when your plan becomes effective. And I was gonna tell you normally for the VIP plans, they don't send those cards out physically, so once you do see that, um, first deduction the following Monday, if you do want-

Speaker speaker\_1: Yeah.

Speaker speaker\_0: ... a physical card sent to you, um, you can always call this number and request it and we'll request it to the carrier and they'll-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... they'll, they'll mail it out to you.

Speaker speaker\_1: Okay. So if... So there, there, there's no fees, uh, for that to happen?

Speaker speaker\_0: No. No, sir.

Speaker speaker\_1: Oh, okay. Okay.

Speaker speaker\_0: And then, um, if you have a doctor's appointment and, of course, you don't have your card yet, we can email them to you via email. So you could have it via email at... while you wait for the physical one.

Speaker speaker\_1: Okay. Well, thank you. Well, well thankfully I don't have one. Um, so-

Speaker speaker\_0: Okay.

Speaker speaker\_1: ... I'm, I'm good.

Speaker speaker\_0: And then just remember that if you do want a physical card, to please contact us the following Monday of that first deduction so that we can request it 'cause I think sometimes people forget and they're wondering where their medical card is, but they don't send it out.

Speaker speaker\_1: Yeah.

Speaker speaker\_0: You have to request it. Uh, but-

Speaker speaker\_1: Gonna request it.

Speaker speaker\_0: ... we can always send it to you via email like I said, but for a physical one, we do have to request those.

Speaker speaker\_1: Right. And you said I had to wait until when?

Speaker speaker\_0: Uh, once, so once you see the very first deduction of the \$15.50 come out of your paycheck... It typically takes one or two weeks. It could be one week, but it could be two, so I would be checking your pay stubs to see when that money finally-

Speaker speaker\_1: Hmm.

Speaker speaker\_0: ... got deducted.

Speaker speaker\_1: Got it. Okay.

Speaker speaker\_0: And then-

Speaker speaker\_1: Great. So-

Speaker speaker\_0: ... the following Monday of that very first deduction is when the plan-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: ... becomes active and you can call us.

Speaker speaker\_1: Okay. Well, thanks for breaking that down for me.

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: All right.

Speaker speaker\_0: And then if you wanna add any other plans, you have 30 days from the day that you receive your first check to do so, to give us a call and add any new plans. Um, if you pass the 30 days, you would have to do it within company open enrollment, which for-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: ... the resource, I can check to see-

Speaker speaker\_1: Yeah.

Speaker speaker\_0: ... what month that is. But if you wanted to-

Speaker speaker\_1: Oh, no. I'm good.

Speaker speaker\_0: ... them come out when you want, 18, you're welcome to do that, too. And it looks like they're-

Speaker speaker\_1: I appreciate that.

Speaker speaker\_0: ... running continuously. Okay. And it looks like your-

Speaker speaker\_1: Appreciate it.

Speaker speaker\_0: ... enrollment company is in December.

Speaker speaker\_1: Oh. So I have to wait until the... at the end of this year?

Speaker speaker\_0: Yes, if you wanna add any additional plans, so like dental, vision, any of that.

Speaker speaker\_1: Oh, I don't. Yeah. I don't.

Speaker speaker\_0: Oh, yep. Then you don't have to do anything. No, you just-

Speaker speaker\_1: Yeah.

Speaker speaker\_0: ... have to wait for them to do the first deduction.

Speaker speaker\_1: Yeah. I'll be-

Speaker speaker\_0: But you're all set.

Speaker speaker\_1: Well, awesome. Great. Thank you so much. And so I'll just wait until like, uh, you said, until my first paycheck and then I'll see the deduction, oh, so it's five, six, \$15.50 come out?

Speaker speaker\_0: Uh-

Speaker speaker\_1: Uh, so typically you're, you're supposed to wait like maybe one or two weeks. Um, it could be like one week or two weeks that they take to deduct it out of your paycheck. I wouldn't really be able to tell you when. Mm-hmm.

Speaker speaker\_0: So that's why I would just be looking at your pay stubs. But once you see that very first deduction of the \$15.50 come out of your paycheck-

Speaker speaker\_1: Yeah.

Speaker speaker\_0: ... the following Monday is when the plan becomes active.

Speaker speaker\_1: Got it.

Speaker speaker\_0: And you can call us if you need to request something.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: Okay, perfect. Thank you so much. And your, and your name again?

Speaker speaker\_0: My name is Stephanie.

Speaker speaker\_1: Thank you, Stephanie. You're, you're, you're great. Thank you so much.

Speaker speaker\_0: Thank you. Have a nice day. If you have any questions-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: ... you're welcome to call us. We're open from 8:00 AM up until-

Speaker speaker\_1: Nice.

Speaker speaker\_0: ... 8:00 PM Eastern Time.

Speaker speaker\_1: Okay, perfect. Thank you so very much.

Speaker speaker\_0: You're welcome. Have a nice day.

Speaker speaker\_1: You too, Stephanie.