

Transcript: Estefania

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Full Transcript

Hello. The call may be monitored or recorded for quality assurance purposes. Hey, good afternoon. I'm calling from Benefit Center Card on behalf of Crown Services. Um, we just got done speaking off the phone. If I'm talking to... Sorry, let me get your name. Christopher? Yes. Um, so I was asked... I actually selected the employee only plans. Did you want to still ch- do the family plan? Um, w- what do you mean? Um, did you wanna do- Like the s- ... dental for employee only or did you wanna keep it with your family? Uh, with my family. Okay, so let me change that 'cause I, I just noticed it went to employee only. Give me one second. I'm sorry for that. That's okay. Okay. So that's gonna change the total, okay? 'Cause we had it for employee only. Uh-huh. So I have dental for \$14.49, term life for \$3.18, vision for \$7.62. That would be a weekly deduction of \$25.29. And then, is that still for Megan and Joe? Yes. Okay, so I changed it. So the... It's gonna be \$25.29, not the \$7.00. Okay. Okay? Just wanted to call you to let you know. But thank you for your time. I hope you have a great day. All right, thanks. Bye.

Conversation Format

Speaker speaker_0: Hello.

Speaker speaker_1: The call may be monitored or recorded for quality assurance purposes. Hey, good afternoon. I'm calling from Benefit Center Card on behalf of Crown Services. Um, we just got done speaking off the phone. If I'm talking to... Sorry, let me get your name. Christopher?

Speaker speaker_0: Yes.

Speaker speaker_1: Um, so I was asked... I actually selected the employee only plans. Did you want to still ch- do the family plan?

Speaker speaker_0: Um, w- what do you mean?

Speaker speaker_1: Um, did you wanna do-

Speaker speaker_0: Like the s-

Speaker speaker_1: ... dental for employee only or did you wanna keep it with your family?

Speaker speaker_0: Uh, with my family.

Speaker speaker_1: Okay, so let me change that 'cause I, I just noticed it went to employee only. Give me one second. I'm sorry for that.

Speaker speaker_0: That's okay.

Speaker speaker_1: Okay. So that's gonna change the total, okay? 'Cause we had it for employee only.

Speaker speaker_0: Uh-huh.

Speaker speaker_1: So I have dental for \$14.49, term life for \$3.18, vision for \$7.62. That would be a weekly deduction of \$25.29. And then, is that still for Megan and Joe?

Speaker speaker_0: Yes.

Speaker speaker_1: Okay, so I changed it. So the... It's gonna be \$25.29, not the \$7.00.

Speaker speaker_0: Okay.

Speaker speaker_1: Okay? Just wanted to call you to let you know. But thank you for your time. I hope you have a great day.

Speaker speaker_0: All right, thanks. Bye.