

Transcript: Pamela

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits Center Corps. This is Pamela speaking. How may I help you? Uh, you said your name was Pamela? Yes, sir. Uh, Pamela, good morning. How are you doing today? Good, and you, sir? I'm doing good. Um, I just have a few questions. I mean, I don't know if I'm calling the right number. Um, the thing is that I started working for a company about, uh, two months ago, a month and a half ago, um, and I, I'm pretty sure that I registered and I signed up for, um, benefits. They already said I did, but I just wanted to make sure that I did. So I was wondering if you could help me out. Sure. And what's the staffing agency you're working for? HSS. Okay. And the last four digits of your Social, sir? 7813. And your first and last name? Francisco A. Martinez. All right, Mr. Martinez. For the security of the sorry. Sorry. And to make sure we are in the correct file, we need to verify the complete address and date of birth. Um, my billing address is 8218 South Pima Lane, Yuma, Arizona 85364, and my date of birth is December 13, 1978. All right. Thank you for the information, Mr. Martinez. We have a phone number on file, 970-507-21249, and your email is fm495... fan at gmail.com. That is correct, Pamela. Okay. Let's see here. All right, so we contacted you back in... Let's see. On the 24th of October, um, because you filled out the form to enroll in the medical plan and at the same time- Uh-huh. ... you choose not to... No coverage. So we wanted to make sure if you wanted coverage or not, and the note says that you declined the benefits. Uh-huh. So we just wanted to, to confirm that you're not enrolled. No. You're asking me what I'm trying to do right now? No, no. We received a form that you signed and dated back in October '17. And we contacted... We, we contacted you on the 24th of October, and... To confirm if you wanted to enroll or not. Uh-huh. And you declined the benefits. And you said, "No," that you didn't want it to be enrolled. So I don't have benefits then? Mm-hmm. I don't recall that call. Oh, shit. Is it too late to enroll? Well, uh, what I could... What I could check, um... And the thing is that, uh, I, I, I mean, I'm not arguing with you. Uh, the thing is- No, go ahead. ... that I... No, no, the thing is that I, um, I called one of the recruiters and I asked her a couple of weeks ago when I got my first paycheck, because I seen that there was some insurance things taken off, like money-wise. Mm-hmm. And I asked her, "Do you..." That's why I'm calling right now, just to make sure, 'cause she wasn't so sure. Okay. So I'm like, do I, do I have? Because- No. I mean, I'm not saying, um... Because they had been taking money out, like off my check, um, for insurance. Okay. So you're not enrolled with us, and, um, because it was declined. Now, you're still, um, able to enroll if you would like to. Okay. If- Um... Okay, okay. Right? If that's the case. Because I, honestly, I do remember the call and maybe- Mm-hmm. ... because at that time, I'll be honest with you, I was in California and I was just trying to start working. Mm-hmm. And I might have declined it just because I was in a hurry or I wasn't paying attention- Okay. ... to the call. But honestly, I don't know if, if it's, if I'm still available to enroll. I

would love- Yeah, you are. ... to do it. Okay. So what I could do is... 'Cause the hire day with the company and the hire day with us is, it's different. So that give you, uh, window to enroll. You still have- Okay. Let me see exactly. Until when? I'm so glad I called. Yeah. Sorry about that. Thanks, Pamela. All right. So you still have until the 23rd to enroll. If you'd like, I could... No. What if, what do I have to do? Do I have to call another number or can you help me out? I could help you. I'm just giving you your timeline so that way... Oh, no. It's just that, that, the... That's the reason, that's the reason, one of the reasons that I actually like the company that I'm working for now is because of that. That's why I'm saying, you probably did make that call and I do remember. I'm not gonna say, "Oh, no, you didn't." I remember the call. Mm-hmm. It's just that I was... When I filled out... I, I knew that when I filled out the inform- the application, I knew I would have time to enroll. Mm-hmm. Even though I said no at that time. Mm-hmm. So I was just trying to see my options. Uh, guess where I was gonna work, see what they off- what kind of, um... Because I'm far away from California, or Arizona. I'm far away. I'm in Hawaii. Okay. So I wanted to see what, what was offered here. Yeah. If there was any medical... If there was even a hospital or a clinic here. I didn't even know 'cause I've never been here. But if, if you could help me out and help me with the procedure- Sure. ... I would, I would appreciate it. No worry. So first, when you, um, fill out the form, you selected the Stay Healthy plan. I want to explain to you that these are not like major insurance. They already have a set amount that they gonna pay. Okay. Anything above that amount will be your responsibility. So- Okay. ... you do have time-... to check the benefit guide, so you could choose the correct benefit for you. Um, I, the Stay Healthy, the one you chosen at the beginning, it's a preventive care plan. The way that plan work is it's gonna say, "You need to do your physical, check your cholesterol, diabetes," that type of preventive care. The actual procedure will be covered 100%. Now, you are responsible to pay for the doctor's visit, and you have to go to a participating provider. Okay. Now, they have other benefits, I mean, other plans that you could choose from as well, and, um, they have vision, dental. Uh, those are other options that you have available. Okay. And they have a plan called, let's see, VIP Standard. They also have, like, uh, the PRX, uh, Virtual Care Primary Care and Virtual Urgent Care. Um, if I email you the benefit guide to that, email we have on file, you could go over it. Check every plan ■... Okay. How about if h- Can I, can I just tell you something betw- Mm-hmm. Pamela? I'm not really, like, I, I don't think I've ever had, like, a doctor. I mean, I don't even really think I've had, like, a dentist. Okay. But my, my best, and, and honestly I've gone to doc- derm-medicals and everything. What really interests me is something that has to do with, like, a dental insurance. Okay. So- Because that's what gives me, that's what gives me a lot of, that's what's giving me a problem right now. That's why I called, um, my recruiter a couple of days ago. Mm-hmm. Because that's, I mean, I'm already 46 years old, so I mean, not right now, but I don't have diabetes, thank God. I don't have, um... My, my vision's good. But what I have struggled with in the past is my dental. So that's something that, that I would want, preferably, um, dental. But I don't know if, if you could just get dental instead and, and not, and not get medical. But, um- You could, you could do that. You, you don't have to enrolled in the medical to get dental. Okay. Ma- Okay? I mean... Yeah. I don't wanna lose I- I don't wanna waste your time and everything, but what I want, what I would prefer, if you could help me out with, is something that offers dental. Okay. So, they only have one plan for dental. It doesn't have any tier. Okay. So, that's all they're covering, that you're gonna be paying- What does that mean? ... \$3.38, three, \$3.38 per paycheck every week. Oh, that's good. Your preventive care will be covered

100%. That means your basic cleanings, check-ups, and X-rays, one every six months. Okay. Um, your basic dental work, it's like filling and extractions, will be covered 80%, um, after you pay the \$50 deductible, which is just once a year, the- Okay. ... the deductible. Now, um, you have... The maximum that the plan will cover is \$500 for, for the whole year. Okay. Um, it will cover, um... You have no waiting period. Like, right after the benefits become effective, you can start using it. Ah, okay. Uh, but they do not cover any major services, like crown, root canal, or sedation, so. No, I'm only look... Honestly, I think it's gonna be, between me and you, it's just kinda probably have to be an extraction. So... Okay. And I'm willing- As, as long as it's not sur- surgical, they, it, they will cover 80%. Okay. And even if it does, let's say... Well, I don't know how it works when they extract something. I think that's not s- That's surgical or non-surgical? I'm really not sure, but if it was, uh- Surgical? Most of the ■~... I guess, like, it's crowns, like you said, huh? Crowns or braces, and stuff like that, right? Mm-hmm. Okay. Yeah. Well, if you could, if you could Pamela, that's what interests me the more. The, the dental one. Okay. I really need the dental insurance. Okay. So I'll go ahead and email you the information. And then, let's say, let's say if I enroll for the dental right now, and then, if you do email me that information about the medical, how many days do I have to look over it, already? So, you still have until the 23rd of December. This month? Okay. Mm-hmm. But can you... So, you still have time. If you would be able to help me... But you would be able to help me with the m- with the dental at this moment, right? Yes. I'm gonna go ahead- Okay. ... and enroll you in the dental. If you decide to add anything to the plan, you could go ahead and give us a call before that timeframe. Okay, perfect. And we could go ahead and enroll. The different is that, the m- um, dental plan, if, like, let's say if you wait a week to give us a call, the dental plan will start first, and then whatever, wh- you know, whatever other plans you decide to choose. That's perfect. It will take maybe another week to start. Okay, okay. I'll probably decide within these few days but the dental one is the one I really want, Pamela. No worry. No, no worries. I went ahead and enrolled you. I will, um... That was my other question. Am I gonna get, like, a... Okay, I'll be honest. Right now, I'm in Hawaii. Oh. You guys have my mailing... I'm, that's where I'm working. Oh, yeah. My mailing address is in Arizona though. How would it work? You guys... Would you guys send me, um, a PIN? Or... No, uh, we- ... or the... ... will email you a physical card. Okay. Now, after the benefits, um, um, are active, you could give us a call and when the ID cards, usually takes about 72 hours for the, um, to be generated in the system. Okay. After the benefits are active, we could email you an ID card. Okay, that's perfect. So, that ■~... Yeah, well, if you could do that, Pamela, you'd be the great- the greatest. You already are. Thank you. But if you were to be able to enroll me now, I would appreciate it very much from deep down in my heart. I am doing it as we speak. Thank you. You've been awesome. Oh, the benefit guide will come in from Info app and fit in a card. Check your spam and junk mail. It might go there. Okay. And then, don't remem- Just keep in mind that you have until the 23rd to enroll. Um, so the benefits will start the following Monday after we receive the first premium from your employer. Then your ID card- Which will probably be my pre- my, in a couple, like, let's say, let's say, my next paycheck? It will... You don't think it would be this Friday? It'll probably be to the next Friday, right? Yeah, it usually take about two to three weeks for them to kick in. Okay. But I receive an email saying, okay, you've been... Um, that it's active? No. But you will see the deduction on your pay stub, and then the following Monday, if we receive it on time and everything works the way it's supposed to, you should be active the following Monday. So this, this, and... Okay. Okay. It should be- That

sounds good, Pamela. ... on the 16th. But like I said, it all depends when we receive the premium. Okay. That sounds good. All right. Thank you very much. I'll wait for that confirmation email. Okay. So I will go ahead- Thank you. ... and, and- Enroll me. ... ask for that. Yeah, and I did our... you already enrolled. Thank you. I appreciate it, Pamela. You're the best. Thank you. Thank you. You have a good day. Is that... Is there anything else you need from me? No, no. Okay. That will be it. Thank you very much. All right. Enjoy. You have a lovely day. God bless you. Enjoy Hawaii. Okay, thank you. Bye-bye. Bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benefits Center Corps. This is Pamela speaking. How may I help you?

Speaker speaker_2: Uh, you said your name was Pamela?

Speaker speaker_1: Yes, sir.

Speaker speaker_2: Uh, Pamela, good morning. How are you doing today?

Speaker speaker_1: Good, and you, sir?

Speaker speaker_2: I'm doing good. Um, I just have a few questions. I mean, I don't know if I'm calling the right number. Um, the thing is that I started working for a company about, uh, two months ago, a month and a half ago, um, and I, I'm pretty sure that I registered and I signed up for, um, benefits. They already said I did, but I just wanted to make sure that I did. So I was wondering if you could help me out.

Speaker speaker_1: Sure. And what's the staffing agency you're working for?

Speaker speaker_2: HSS.

Speaker speaker_1: Okay. And the last four digits of your Social, sir?

Speaker speaker_2: 7813.

Speaker speaker_1: And your first and last name?

Speaker speaker_2: Francisco A. Martinez.

Speaker speaker_1: All right, Mr. Martinez. For the security of the sorry. Sorry. And to make sure we are in the correct file, we need to verify the complete address and date of birth.

Speaker speaker_2: Um, my billing address is 8218 South Pima Lane, Yuma, Arizona 85364, and my date of birth is December 13, 1978.

Speaker speaker_1: All right. Thank you for the information, Mr. Martinez. We have a phone number on file, 970-507-21249, and your email is fm495... fan at gmail.com.

Speaker speaker_2: That is correct, Pamela.

Speaker speaker_1: Okay. Let's see here. All right, so we contacted you back in... Let's see. On the 24th of October, um, because you filled out the form to enroll in the medical plan and at the same time-

Speaker speaker_2: Uh-huh.

Speaker speaker_1: ... you choose not to... No coverage. So we wanted to make sure if you wanted coverage or not, and the note says that you declined the benefits.

Speaker speaker_2: Uh-huh.

Speaker speaker_1: So we just wanted to, to confirm that you're not enrolled.

Speaker speaker_2: No. You're asking me what I'm trying to do right now?

Speaker speaker_1: No, no. We received a form that you signed and dated back in October '17. And we contacted... We, we contacted you on the 24th of October, and... To confirm if you wanted to enroll or not.

Speaker speaker_2: Uh-huh.

Speaker speaker_1: And you declined the benefits. And you said, "No," that you didn't want it to be enrolled.

Speaker speaker_2: So I don't have benefits then?

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: I don't recall that call. Oh, shit. Is it too late to enroll?

Speaker speaker_1: Well, uh, what I could... What I could check, um...

Speaker speaker_2: And the thing is that, uh, I, I, I mean, I'm not arguing with you. Uh, the thing is-

Speaker speaker_1: No, go ahead.

Speaker speaker_2: ... that I... No, no, the thing is that I, um, I called one of the recruiters and I asked her a couple of weeks ago when I got my first paycheck, because I seen that there was some insurance things taken off, like money-wise.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: And I asked her, "Do you..." That's why I'm calling right now, just to make sure, 'cause she wasn't so sure.

Speaker speaker_1: Okay.

Speaker speaker_2: So I'm like, do I, do I have? Because-

Speaker speaker_1: No.

Speaker speaker_2: I mean, I'm not saying, um... Because they had been taking money out, like off my check, um, for insurance.

Speaker speaker_1: Okay. So you're not enrolled with us, and, um, because it was declined. Now, you're still, um, able to enroll if you would like to.

Speaker speaker_2: Okay. If-

Speaker speaker_1: Um...

Speaker speaker_2: Okay, okay.

Speaker speaker_1: Right?

Speaker speaker_2: If that's the case. Because I, honestly, I do remember the call and maybe-

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: ... because at that time, I'll be honest with you, I was in California and I was just trying to start working.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: And I might have declined it just because I was in a hurry or I wasn't paying attention-

Speaker speaker_1: Okay.

Speaker speaker_2: ... to the call. But honestly, I don't know if, if it's, if I'm still available to enroll. I would love-

Speaker speaker_1: Yeah, you are.

Speaker speaker_2: ... to do it.

Speaker speaker_1: Okay. So what I could do is... 'Cause the hire day with the company and the hire day with us is, it's different. So that give you, uh, window to enroll. You still have-

Speaker speaker_2: Okay.

Speaker speaker_1: Let me see exactly. Until when?

Speaker speaker_2: I'm so glad I called.

Speaker speaker_1: Yeah.

Speaker speaker_2: Sorry about that. Thanks, Pamela.

Speaker speaker_1: All right. So you still have until the 23rd to enroll. If you'd like, I could...

Speaker speaker_2: No. What if, what do I have to do? Do I have to call another number or can you help me out?

Speaker speaker_1: I could help you. I'm just giving you your timeline so that way...

Speaker speaker_2: Oh, no. It's just that, that, the... That's the reason, that's the reason, one of the reasons that I actually like the company that I'm working for now is because of that.

That's why I'm saying, you probably did make that call and I do remember. I'm not gonna say, "Oh, no, you didn't." I remember the call.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: It's just that I was... When I filled out... I, I knew that when I filled out the inform- the application, I knew I would have time to enroll.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: Even though I said no at that time.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: So I was just trying to see my options. Uh, guess where I was gonna work, see what they off- what kind of, um... Because I'm far away from California, or Arizona. I'm far away. I'm in Hawaii.

Speaker speaker_1: Okay.

Speaker speaker_2: So I wanted to see what, what was offered here.

Speaker speaker_1: Yeah.

Speaker speaker_2: If there was any medical... If there was even a hospital or a clinic here. I didn't even know 'cause I've never been here. But if, if you could help me out and help me with the procedure-

Speaker speaker_1: Sure.

Speaker speaker_2: ... I would, I would appreciate it.

Speaker speaker_1: No worry. So first, when you, um, fill out the form, you selected the Stay Healthy plan. I want to explain to you that these are not like major insurance. They already have a set amount that they gonna pay.

Speaker speaker_2: Okay.

Speaker speaker_1: Anything above that amount will be your responsibility. So-

Speaker speaker_2: Okay.

Speaker speaker_1: ... you do have time-... to check the benefit guide, so you could choose the correct benefit for you. Um, I, the Stay Healthy, the one you chosen at the beginning, it's a preventive care plan. The way that plan work is it's gonna say, "You need to do your physical, check your cholesterol, diabetes," that type of preventive care. The actual procedure will be covered 100%. Now, you are responsible to pay for the doctor's visit, and you have to go to a participating provider.

Speaker speaker_2: Okay.

Speaker speaker_1: Now, they have other benefits, I mean, other plans that you could choose from as well, and, um, they have vision, dental. Uh, those are other options that you have

available.

Speaker speaker_2: Okay.

Speaker speaker_1: And they have a plan called, let's see, VIP Standard. They also have, like, uh, the PRX, uh, Virtual Care Primary Care and Virtual Urgent Care. Um, if I email you the benefit guide to that, email we have on file, you could go over it. Check every plan ■...

Speaker speaker_2: Okay. How about if h- Can I, can I just tell you something betw-

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: Pamela? I'm not really, like, I, I don't think I've ever had, like, a doctor. I mean, I don't even really think I've had, like, a dentist.

Speaker speaker_1: Okay.

Speaker speaker_2: But my, my best, and, and honestly I've gone to doc- derm-medicals and everything. What really interests me is something that has to do with, like, a dental insurance.

Speaker speaker_1: Okay. So-

Speaker speaker_2: Because that's what gives me, that's what gives me a lot of, that's what's giving me a problem right now. That's why I called, um, my recruiter a couple of days ago.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: Because that's, I mean, I'm already 46 years old, so I mean, not right now, but I don't have diabetes, thank God. I don't have, um... My, my vision's good. But what I have struggled with in the past is my dental. So that's something that, that I would want, preferably, um, dental. But I don't know if, if you could just get dental instead and, and not, and not get medical. But, um-

Speaker speaker_1: You could, you could do that. You, you don't have to enrolled in the medical to get dental.

Speaker speaker_2: Okay. Ma-

Speaker speaker_1: Okay?

Speaker speaker_2: I mean...

Speaker speaker_1: Yeah.

Speaker speaker_2: I don't wanna lose I- I don't wanna waste your time and everything, but what I want, what I would prefer, if you could help me out with, is something that offers dental.

Speaker speaker_1: Okay. So, they only have one plan for dental. It doesn't have any tier.

Speaker speaker_2: Okay.

Speaker speaker_1: So, that's all they're covering, that you're gonna be paying-

Speaker speaker_2: What does that mean?

Speaker speaker_1: ... \$3.38, three, \$3.38 per paycheck every week.

Speaker speaker_2: Oh, that's good.

Speaker speaker_1: Your preventive care will be covered 100%. That means your basic cleanings, check-ups, and X-rays, one every six months.

Speaker speaker_2: Okay.

Speaker speaker_1: Um, your basic dental work, it's like filling and extractions, will be covered 80%, um, after you pay the \$50 deductible, which is just once a year, the-

Speaker speaker_2: Okay.

Speaker speaker_1: ... the deductible. Now, um, you have... The maximum that the plan will cover is \$500 for, for the whole year.

Speaker speaker_2: Okay.

Speaker speaker_1: Um, it will cover, um... You have no waiting period. Like, right after the benefits become effective, you can start using it.

Speaker speaker_2: Ah, okay.

Speaker speaker_1: Uh, but they do not cover any major services, like crown, root canal, or sedation, so.

Speaker speaker_2: No, I'm only look... Honestly, I think it's gonna be, between me and you, it's just kinda probably have to be an extraction. So...

Speaker speaker_1: Okay.

Speaker speaker_2: And I'm willing-

Speaker speaker_1: As, as long as it's not sur- surgical, they, it, they will cover 80%.

Speaker speaker_2: Okay. And even if it does, let's say... Well, I don't know how it works when they extract something. I think that's not s- That's surgical or non-surgical? I'm really not sure, but if it was, uh-

Speaker speaker_1: Surgical? Most of the ■~...

Speaker speaker_2: I guess, like, it's crowns, like you said, huh? Crowns or braces, and stuff like that, right?

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: Okay.

Speaker speaker_1: Yeah.

Speaker speaker_2: Well, if you could, if you could Pamela, that's what interests me the more. The, the dental one.

Speaker speaker_1: Okay.

Speaker speaker_2: I really need the dental insurance.

Speaker speaker_1: Okay. So I'll go ahead and email you the information.

Speaker speaker_2: And then, let's say, let's say if I enroll for the dental right now, and then, if you do email me that information about the medical, how many days do I have to look over it, already?

Speaker speaker_1: So, you still have until the 23rd of December.

Speaker speaker_2: This month? Okay.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: But can you...

Speaker speaker_1: So, you still have time.

Speaker speaker_2: If you would be able to help me... But you would be able to help me with the m- with the dental at this moment, right?

Speaker speaker_1: Yes. I'm gonna go ahead-

Speaker speaker_2: Okay.

Speaker speaker_1: ... and enroll you in the dental. If you decide to add anything to the plan, you could go ahead and give us a call before that timeframe.

Speaker speaker_2: Okay, perfect.

Speaker speaker_1: And we could go ahead and enroll. The different is that, the m- um, dental plan, if, like, let's say if you wait a week to give us a call, the dental plan will start first, and then whatever, wh- you know, whatever other plans you decide to choose.

Speaker speaker_2: That's perfect.

Speaker speaker_1: It will take maybe another week to start.

Speaker speaker_2: Okay, okay. I'll probably decide within these few days but the dental one is the one I really want, Pamela.

Speaker speaker_1: No worry. No, no worries. I went ahead and enrolled you. I will, um...

Speaker speaker_2: That was my other question. Am I gonna get, like, a... Okay, I'll be honest. Right now, I'm in Hawaii.

Speaker speaker_1: Oh.

Speaker speaker_2: You guys have my mailing... I'm, that's where I'm working.

Speaker speaker_1: Oh, yeah.

Speaker speaker_2: My mailing address is in Arizona though. How would it work? You guys... Would you guys send me, um, a PIN? Or...

Speaker speaker_1: No, uh, we-

Speaker speaker_2: ... or the...

Speaker speaker_1: ... will email you a physical card.

Speaker speaker_2: Okay.

Speaker speaker_1: Now, after the benefits, um, um, are active, you could give us a call and when the ID cards, usually takes about 72 hours for the, um, to be generated in the system.

Speaker speaker_2: Okay.

Speaker speaker_1: After the benefits are active, we could email you an ID card.

Speaker speaker_2: Okay, that's perfect.

Speaker speaker_1: So, that ■~...

Speaker speaker_2: Yeah, well, if you could do that, Pamela, you'd be the great- the greatest. You already are.

Speaker speaker_1: Thank you.

Speaker speaker_2: But if you were to be able to enroll me now, I would appreciate it very much from deep down in my heart.

Speaker speaker_1: I am doing it as we speak.

Speaker speaker_2: Thank you. You've been awesome.

Speaker speaker_1: Oh, the benefit guide will come in from Info app and fit in a card. Check your spam and junk mail. It might go there.

Speaker speaker_2: Okay.

Speaker speaker_1: And then, don't remem- Just keep in mind that you have until the 23rd to enroll. Um, so the benefits will start the following Monday after we receive the first premium from your employer. Then your ID card-

Speaker speaker_2: Which will probably be my pre- my, in a couple, like, let's say, let's say, my next paycheck? It will... You don't think it would be this Friday? It'll probably be to the next Friday, right?

Speaker speaker_1: Yeah, it usually take about two to three weeks for them to kick in.

Speaker speaker_2: Okay. But I receive an email saying, okay, you've been...

Speaker speaker_1: Um, that it's active? No. But you will see the deduction on your pay stub, and then the following Monday, if we receive it on time and everything works the way it's supposed to, you should be active the following Monday. So this, this, and...

Speaker speaker_2: Okay. Okay.

Speaker speaker_1: It should be-

Speaker speaker_2: That sounds good, Pamela.

Speaker speaker_1: ... on the 16th. But like I said, it all depends when we receive the premium.

Speaker speaker_2: Okay. That sounds good.

Speaker speaker_1: All right.

Speaker speaker_2: Thank you very much. I'll wait for that confirmation email.

Speaker speaker_1: Okay. So I will go ahead-

Speaker speaker_2: Thank you.

Speaker speaker_1: ... and, and-

Speaker speaker_2: Enroll me.

Speaker speaker_1: ... ask for that. Yeah, and I did our... you already enrolled.

Speaker speaker_2: Thank you. I appreciate it, Pamela. You're the best. Thank you.

Speaker speaker_1: Thank you.

Speaker speaker_2: You have a good day. Is that... Is there anything else you need from me?

Speaker speaker_1: No, no.

Speaker speaker_2: Okay.

Speaker speaker_1: That will be it.

Speaker speaker_2: Thank you very much.

Speaker speaker_1: All right. Enjoy.

Speaker speaker_2: You have a lovely day. God bless you.

Speaker speaker_1: Enjoy Hawaii.

Speaker speaker_2: Okay, thank you.

Speaker speaker_1: Bye-bye. Bye.