

## **Transcript: Pamela**

**Blanc-5569258373201920-6508567485956096**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Oh, hello. Can you hear me? Yes. Oh, okay. So I just would like to know about health insurance and I just want to enroll, so, um, I'm, I'm working at a company through Terra Shopping Group. Hello? Okay. Yeah, I'm, I'm listening, sir. Do you want to enroll to the health benefits? Yes. Correct. And- Yeah, I heard that. ... I just want to know... I, I saw the table, I saw the table. I'm only enrolled for, uh, prescription for employee only and I just want to add some more, some more benefit for me. So I want to know if the price in the table is, is, uh, per pa- per paycheck or one for one month? I, I'm not sure, so I just want to know. It's for a paycheck. They will deduct it from your paycheck every week. Oh, every week? Okay, per paychecks, right? Yes. Okay. So if I enroll for the benefit, so if I enroll, everything's finished and, uh, how about the benefit card, you, you can send, you send to my mailing address like this? Yeah. So when, the benefit, um, cards take seven to 10 days to arrive to your mailing address after- Oh. ... the benefits are active. Okay. So, so I just go and log into my account and just choose any benefit and just enroll if it's okay? Is this okay to do like this? Yes. Okay. What you need- Okay, okay. All right. ... is after, after you select it, um, it takes about two to three weeks for them to process it and the benefits will start. Oh, okay. Okay. So the date, the deadline is January 3rd, January, right? Deadline? For the auto enrollment, for the enrollment? Um. Mm-hmm. Let me check. You said Terra, right? Yes, Terra. Yes. January 1st. Okay. So, okay, okay. So I still have time, so let me check during this week and I, I will enroll it. Okay. Thank you for- Wow. ... answering me. Okay. Bye. Thank you for your time. No problem.

### **Conversation Format**

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

Speaker speaker\_2: Oh, hello. Can you hear me?

Speaker speaker\_1: Yes.

Speaker speaker\_2: Oh, okay. So I just would like to know about health insurance and I just want to enroll, so, um, I'm, I'm working at a company through Terra Shopping Group. Hello?

Speaker speaker\_1: Okay. Yeah, I'm, I'm listening, sir. Do you want to enroll to the health benefits?

Speaker speaker\_2: Yes. Correct. And-

Speaker speaker\_1: Yeah, I heard that.

Speaker speaker\_2: ... I just want to know... I, I saw the table, I saw the table. I'm only enrolled for, uh, prescription for employee only and I just want to add some more, some more benefit for me. So I want to know if the price in the table is, is, uh, per pa- per paycheck or one for one month? I, I'm not sure, so I just want to know.

Speaker speaker\_1: It's for a paycheck. They will deduct it from your paycheck every week.

Speaker speaker\_2: Oh, every week? Okay, per paychecks, right?

Speaker speaker\_1: Yes.

Speaker speaker\_2: Okay. So if I enroll for the benefit, so if I enroll, everything's finished and, uh, how about the benefit card, you, you can send, you send to my mailing address like this?

Speaker speaker\_1: Yeah. So when, the benefit, um, cards take seven to 10 days to arrive to your mailing address after-

Speaker speaker\_2: Oh.

Speaker speaker\_1: ... the benefits are active.

Speaker speaker\_2: Okay. So, so I just go and log into my account and just choose any benefit and just enroll if it's okay? Is this okay to do like this?

Speaker speaker\_1: Yes.

Speaker speaker\_2: Okay.

Speaker speaker\_1: What you need-

Speaker speaker\_2: Okay, okay. All right.

Speaker speaker\_1: ... is after, after you select it, um, it takes about two to three weeks for them to process it and the benefits will start.

Speaker speaker\_2: Oh, okay. Okay. So the date, the deadline is January 3rd, January, right? Deadline?

Speaker speaker\_1: For the auto enrollment, for the enrollment? Um.

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: Let me check. You said Terra, right?

Speaker speaker\_2: Yes, Terra.

Speaker speaker\_1: Yes. January 1st.

Speaker speaker\_2: Okay. So, okay, okay. So I still have time, so let me check during this week and I, I will enroll it. Okay. Thank you for-

Speaker speaker\_1: Wow.

Speaker speaker\_2: ... answering me. Okay. Bye.

Speaker speaker\_1: Thank you for your time. No problem.