

Transcript: Pamela

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in Accord. This is Pamela speaking. How may I help you? Yeah, I just talked to one of your represent- one of your representatives and I told her I'm from H- H-S- HSS and she hung up the phone. Okay. Let's see. And you calling, you want to enroll in the benefit, sir? Yeah. They told me that you can enroll after, uh, after a year. Mm-hmm. So that's what I'm trying to do. I'm just wondering what... Man, I don't know why she hung up the phone on me. That make no sense. I... Let's see. I'm not sure who you spoke- Yep. ... earlier, but I will do my best to help you. May I have the last four digits of your Social so I can pull up your file? It's gonna be, um, 0405. Your first and last name? First name is Luis, L-U-I-S. Cortes, C-O-R-T-E-S. All right. Thank you. You're very welcome. You're very professional. That other lady was not. She was very... I really wanna curse at her if I ever see her in my life again. Oh my gosh. Unprofessional. Unprofessional. I'm so sorry. Um, I'm so sorry about that. Okay. So- No, that's okay. I see when people do it and, and they... Just, man, don't make no sense to me. Very disrespectful, man. Very disrespectful. Okay. So let me, Mr. Cortes, can we verify your complete address and date of birth for security reasons and just to make sure I am in the correct file, please? Okay. It's gonna be 1109 North Hoagland Boulevard, Kissimmee, Florida. Zip code 34741. Apartment E like in elephant. Date of birth is 2/14/71. Okay. Thank you. So we have a telephone number on file, 371-437-6419. And your email- That is correct. ... is cortes, D-O-N, 70@gmail.com. Uh-huh. Okay. And do you know what plan would you like to enroll, Mr. Cortes? Oh, I have no idea. Okay. Do you- They just... What, what they told me, what the company told me that it's gonna be free, but they didn't, they didn't... It wasn't specific how they wanted it. Well- I mean, they didn't tell me if I had different options. Right? Free it's not gonna be. You will pay for this, uh, for the... You're gonna pay according of what you choose. What I could do, um, Mr. Cortes, if you would like to, I could send you a complete guide with the prices and what they offer, that way you can choose the correct plan for you. Also, these in, um, benefits are not like major insurance. They are... They already have a set amount that the insurance is gonna cover. Any remaining balancing will be your responsibility. Do you want me to email you- Uh- ... the benefit guide, so that when you, you'll be able to see everything that is offered to you? Yes, ple- please. Okay. So we here from 8:00 AM to 8:00 PM Eastern Time, Monday to Friday. You do have until the 28th of this month to enroll in the benefits if you would like to, if you, if you find something that you want to enroll in. I- And you could do it online or you could give us a call, and we'll be more than happy to assist you with that. Also, if you have any question with the benefit guide when you receive it, you could give us a call as well and we'll try our best to help you. Yeah. I got, I got a question then. Mm-hmm. So why did she say that to me? What, what is she, what is exactly she talking about? She's talking about that I'm, I gotta make a, a payment every month even though I don't use the

dental or the vision, is that correct, ma'am? It's not... You're not paying for this monthly. You are paying for this at weekly paycheck. And this is pretty much like a weekly based insurance. Weekday you pay, weekday you are covered. I'm not sure where they're getting that information from. No, no, just please send me that information and I will talk to the lady from HR and I will see what's going on. Sure. Um, I- But did you just say I gotta pay... Yeah. I got, I got a couple of questions real quick. Yeah. So that means I gotta pay every week, and plus I gotta pay when I go to the, to the dentist or the vision, is that correct? Uh- Well, it depends on what line I gotta pull. Yeah, um, for the dental you do have a deductible of \$50 once a year. Um, and then the insurance gonna cover like your basic dental cleaning 100%. Then, um, your basic dental work, the insurance is gonna cover 80% and you will have to pay the other 20. And the max that they cover per year is \$500. That's your dental. Now, your vision, you have a \$10 copay for your eye exam once a year. Then you have a \$25 copay for your glasses and frames, and the insurance is gonna give you \$130 that you can use for your glasses and frames.... about no contacts, right? You, n- well, you could... Let me, let me double-check on that and make sure they haven't changed anything on, on the contact. Give me one sec. Let me make sure I'm giving you the correct. Thank you for ch- thank you for checking, 'cause sometimes people just say stuff and there be like, "Oh, okay. That's what, what the other lady told you." That's not what I'm telling you now. No, no, no, no, no. Thank you. I so appreciate it, man. I, I rather- That happened to me at least a couple of times already. ... I rather say I do not have the information than giving you the wrong information. Thank you. Goodbye. That's what I appreciate. Okay. Somebody tells me that, huh- So for- Yeah? You don't have a copay for the contact lenses fitting. You still have the \$130 that you could use towards that. I got a call. What is it... Go ahead. That's what they covered towards the contact. Say that again, with the contacts please? You don't have to pay a copay for the, uh, lenses fitting, and they still give you the \$130 allowance. Okay, so it's it... Okay. So let me see if I got this right, real quick. Uh, they're not going to charge me for my frames or nothing, a copay for my frames or anything like that. Is that correct? You do have, you do have a \$25 copay for that, for the lenses and frame. Where you don't have a copay is for the, uh, contact lenses fitting, and you have a copay for once a year for your eye exam. Oh, okay. And, um, the price for the vision is a dollar and 99 cents per paycheck. Say that again. A dollar and 99 cents for paycheck for your vision plan. Oh, and that's the most highest plan? Yeah, they only offer that one. They only offer one plan. Okay. Yeah, yeah, yep, yep. That's what I was- And dental as well. So how much is dental then? Dental is \$3.38. A but that's the, the least expensive plan, is that correct? No. These insurance are like not... They are not like major insurance. These insurance through the Temp Agency are pretty basic, so they... When it comes to the, those options, they only have one tier and the one you're going to find different tiers is on the medical plan. Oh, okay, 'cause that, the... What they told me at my job, they said, "We only, we only have vision and dental. We do not give you no healthcare." I don't know. Are you saying it's not working now? I'm, I'm surprised. Y- why you getting that information. Good for me. Well, you're going to see it on the, um, on the benefit guide when you, when you- Uh-huh. ... look at the email. You're gonna see the n- the medical plans there as well. Everything that they offer through HSS, you're going to be able to see it there. No, I sure appreciate it. Yeah, yeah, they sent me that plan- So if you- Go ahead. Yeah. Ah. Like I said, it's coming from info@benefitsinacard. Um, check your spam and junk mail. It might go there. And if- Okay. ... like I said, if you have any questions, you just give us a call and we will be more than happy to

assist you. All right, bu- but I have, I have one more, more question. So one thing is that the vision is a dollar something a week, and, uh, the dental is \$2? Is that correct? Uh, dental is \$3.38. Okay. All right. Hey, that sounds, that sounds good. Sounds uh, uh, affordable. Well, like I said, they are very basic, so they only cover, uh, \$500 for the year. No, no, no, but I was trying to get- And like you- No, what I was trying to ask you is when does my dental and vision plan start? That at, that I can go to the dental, dental and the vision? Okay. After you enroll and it took, it usually takes about three weeks to kick in. A- after we receive the first premium from your employer, that's when the benefits start. Oh, okay. All right. But even though I. Okay, hold on. No, I just thought I already had a year there, but either way you still gotta wait three weeks, right? Yes, 'cause it has to be processed. Like we give the information to your employer. They have to process to, um, send it to your payroll, and then it will get back to us, and that's take about two to three weeks. Okay. I got one more question. And the medical. How much is the medical a week? It depends on the plan. They offer three different medi- let me see. Three, three... Let's see. They offer four different medical plan. Oh, okay. Yeah, it all depends in which one you decide to choose. I got a quick question. What is the least expensive plan? I already know if I were to go buy, it's gonna be higher than the, the, uh, the least expensive one, if you don't mind me asking. The least expensive one is called the Stay Healthy Plan. It's just for your preventive care, um, and it cost \$15.65. Wi- the way that plan works, um-You have to go to a participating provider. You are responsible to pay for the doctor's visit, and the insurance gonna cover 100% of procedures as long as it's preventive. Okay. That's how it- How- ... that one works. Okay. You could combine that plan with, uh, other plans that they call, um, it's called VIP Standard, in case you want to have more coverage, but they also have other plan that has more coverage. Um, there's another plan called VIP Standard that costs \$16.81. Then they have the one that will give you the most of the coverage, like a combination of the one that I just told you. It's, that one is \$42.61 and then they have one that is two words more, it's like traditional, but it does have a really high... to meet before they start paying 100%. Oh, okay. I don't have no more questions. Just please send that to my email, email address and you've been very, very professional. Thank you. Um, if anything, just like I said, give us a call. Um, we're here from 8:00 AM to 8:00 PM Eastern Time. Okay. But when, let me see, okay. But you wouldn't know when my, my plan starts, right? Like, you know, 'cause normally they tell me it takes about a year to kick in. You would've known that information. Hmm. Well, it's that you haven't enrolled and they do not do any auto-enrollment. You have to enroll yourself and then that's when the benefit's gonna be effective, because they're not offering you anything unless you, like, you know, like an auto-enrollment. You have to choose whatever you want to enroll to in order for the benefits to start, when it comes to health, uh, benefits. If it's any other kind, we do not have any information on that. Oh, okay. You mean like on the vi- like the, like the vision? The vis- the vision and the dental is not gonna change, it's gonna stay the same, so... Yeah, it's not going to change. Okay. How about you? I mean, you, like they, you never been enrolled on the benefits with us? No. No. So now when you enroll, um, it might... It usually take about three weeks. No, that's okay. Um, I'll probably give you g- give you a call tomorrow. No problem. And hopefully they'll, they'll still take a professional like you and they don't hang up the phone. Uh, hopefully not. I'm, I'm, I'm not able to see who picked up the call earlier, but, um... Yeah, they got too many people that are there. I'ma apologize on their behalf. No, no, that's all right. I mean, you don't need to apologize. It wasn't- It wasn't you that did it, man. I just don't like

when other people does that and they, you know, other people apologize. No, you don't have to apologize. It was the other person that did it, but it was just unprofessional, you know? Like, and I- If you want... I don't wanna make a complaint 'cause I'm not like that, but it's just unprofessional, you know? I completely understand. If you want, when you call back tomorrow if you wanna ask for me, I'm here from 11:00 to 8:00. Um, and if I'm not available, I could call you back if that helps you or you will feel more comfortable. N- yeah, but just, uh, yeah, just call me back then. Call me back tomorrow. No, I can't call you back. You could call us back at this time, I would be able to, um, help you. Okay. But I won't be able to call you back. Okay, no problems. All right. Anything else for you, um, that I can help you today, Mr. Cortez? Uh, no, man. Been very help- been very helpful. All right, thank you for giving us a call. Don't forget to check your spam and junk mail when looking for the email. Okay, thank you. All right. Bye-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 in Accord. This is Pamela speaking. How may I help you?

Speaker speaker_2: Yeah, I just talked to one of your represent- one of your representatives and I told her I'm from H- H-S- HSS and she hung up the phone.

Speaker speaker_1: Okay. Let's see. And you calling, you want to enroll in the benefit, sir?

Speaker speaker_2: Yeah. They told me that you can enroll after, uh, after a year.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: So that's what I'm trying to do. I'm just wondering what... Man, I don't know why she hung up the phone on me. That make no sense.

Speaker speaker_1: I... Let's see. I'm not sure who you spoke-

Speaker speaker_2: Yep.

Speaker speaker_1: ... earlier, but I will do my best to help you. May I have the last four digits of your Social so I can pull up your file?

Speaker speaker_2: It's gonna be, um, 0405.

Speaker speaker_1: Your first and last name?

Speaker speaker_2: First name is Luis, L-U-I-S. Cortes, C-O-R-T-E-S.

Speaker speaker_1: All right. Thank you.

Speaker speaker_2: You're very welcome. You're very professional. That other lady was not. She was very... I really wanna curse at her if I ever see her in my life again.

Speaker speaker_1: Oh my gosh.

Speaker speaker_2: Unprofessional. Unprofessional.

Speaker speaker_1: I'm so sorry. Um, I'm so sorry about that. Okay. So-

Speaker speaker_2: No, that's okay. I see when people do it and, and they... Just, man, don't make no sense to me. Very disrespectful, man. Very disrespectful.

Speaker speaker_1: Okay. So let me, Mr. Cortes, can we verify your complete address and date of birth for security reasons and just to make sure I am in the correct file, please?

Speaker speaker_2: Okay. It's gonna be 1109 North Hoagland Boulevard, Kissimmee, Florida. Zip code 34741. Apartment E like in elephant. Date of birth is 2/14/71.

Speaker speaker_1: Okay. Thank you. So we have a telephone number on file, 371-437-6419. And your email-

Speaker speaker_2: That is correct.

Speaker speaker_1: ... is cortes, D-O-N, 70@gmail.com.

Speaker speaker_2: Uh-huh.

Speaker speaker_1: Okay. And do you know what plan would you like to enroll, Mr. Cortes?

Speaker speaker_2: Oh, I have no idea.

Speaker speaker_1: Okay. Do you-

Speaker speaker_2: They just... What, what they told me, what the company told me that it's gonna be free, but they didn't, they didn't... It wasn't specific how they wanted it.

Speaker speaker_1: Well-

Speaker speaker_2: I mean, they didn't tell me if I had different options. Right?

Speaker speaker_1: Free it's not gonna be. You will pay for this, uh, for the... You're gonna pay according of what you choose. What I could do, um, Mr. Cortes, if you would like to, I could send you a complete guide with the prices and what they offer, that way you can choose the correct plan for you. Also, these in, um, benefits are not like major insurance. They are... They already have a set amount that the insurance is gonna cover. Any remaining balancing will be your responsibility. Do you want me to email you-

Speaker speaker_2: Uh-

Speaker speaker_1: ... the benefit guide, so that when you, you'll be able to see everything that is offered to you?

Speaker speaker_2: Yes, ple- please.

Speaker speaker_1: Okay. So we here from 8:00 AM to 8:00 PM Eastern Time, Monday to Friday. You do have until the 28th of this month to enroll in the benefits if you would like to, if you, if you find something that you want to enroll in.

Speaker speaker_2: I-

Speaker speaker_1: And you could do it online or you could give us a call, and we'll be more than happy to assist you with that. Also, if you have any question with the benefit guide when you receive it, you could give us a call as well and we'll try our best to help you.

Speaker speaker_2: Yeah. I got, I got a question then.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: So why did she say that to me? What, what is she, what is exactly she talking about? She's talking about that I'm, I gotta make a, a payment every month even though I don't use the dental or the vision, is that correct, ma'am?

Speaker speaker_1: It's not... You're not paying for this monthly. You are paying for this at weekly paycheck. And this is pretty much like a weekly based insurance. Weekday you pay, weekday you are cover. I'm not sure where they're getting that information from.

Speaker speaker_2: No, no, just please send me that information and I will talk to the lady from HR and I will see what's going on.

Speaker speaker_1: Sure. Um, I-

Speaker speaker_2: But did you just say I gotta pay...

Speaker speaker_1: Yeah.

Speaker speaker_2: I got, I got a couple of questions real quick.

Speaker speaker_1: Yeah.

Speaker speaker_2: So that means I gotta pay every week, and plus I gotta pay when I go to the, to the dentist or the vision, is that correct?

Speaker speaker_1: Uh-

Speaker speaker_2: Well, it depends on what line I gotta pull.

Speaker speaker_1: Yeah, um, for the dental you do have a deductible of \$50 once a year. Um, and then the insurance gonna cover like your basic dental cleaning 100%. Then, um, your basic dental work, the insurance is gonna cover 80% and you will have to pay the other 20. And the max that they cover per year is \$500. That's your dental. Now, your vision, you have a \$10 copay for your eye exam once a year. Then you have a \$25 copay for your glasses and fram- and frames, and the insurance is gonna give you \$130 that you can use for your glasses and frames.

Speaker speaker_2: ... about no contacts, right?

Speaker speaker_1: You, n- well, you could... Let me, let me double-check on that and make sure they haven't changed anything on, on the contact. Give me one sec. Let me make sure I'm giving you the correct.

Speaker speaker_2: Thank you for ch- thank you for checking, 'cause sometimes people just say stuff and there be like, "Oh, okay. That's what, what the other lady told you." That's not what I'm telling you now.

Speaker speaker_1: No, no, no, no, no.

Speaker speaker_2: Thank you. I so appreciate it, man.

Speaker speaker_1: I, I rather-

Speaker speaker_2: That happened to me at least a couple of times already.

Speaker speaker_1: ... I rather say I do not have the information than giving you the wrong information.

Speaker speaker_2: Thank you. Goodbye. That's what I appreciate.

Speaker speaker_3: Okay.

Speaker speaker_2: Somebody tells me that, huh-

Speaker speaker_1: So for-

Speaker speaker_2: Yeah?

Speaker speaker_1: You don't have a copay for the contact lenses fitting. You still have the \$130 that you could use towards that.

Speaker speaker_2: I got a call. What is it... Go ahead.

Speaker speaker_1: That's what they covered towards the contact.

Speaker speaker_2: Say that again, with the contacts please?

Speaker speaker_1: You don't have to pay a copay for the, uh, lenses fitting, and they still give you the \$130 allowance.

Speaker speaker_2: Okay, so it's it... Okay. So let me see if I got this right, real quick. Uh, they're not going to charge me for my frames or nothing, a copay for my frames or anything like that. Is that correct?

Speaker speaker_1: You do have, you do have a \$25 copay for that, for the lenses and frame. Where you don't have a copay is for the, uh, contact lenses fitting, and you have a copay for once a year for your eye exam.

Speaker speaker_2: Oh, okay.

Speaker speaker_1: And, um, the price for the vision is a dollar and 99 cents per paycheck.

Speaker speaker_2: Say that again.

Speaker speaker_1: A dollar and 99 cents for paycheck for your vision plan.

Speaker speaker_2: Oh, and that's the most highest plan?

Speaker speaker_1: Yeah, they only offer that one. They only offer one plan.

Speaker speaker_2: Okay. Yeah, yeah, yep, yep. That's what I was-

Speaker speaker_1: And dental as well.

Speaker speaker_2: So how much is dental then?

Speaker speaker_1: Dental is \$3.38.

Speaker speaker_2: A but that's the, the least expensive plan, is that correct?

Speaker speaker_1: No. These insurance are like not... They are not like major insurance. These insurance through the Temp Agency are pretty basic, so they... When it comes to the, those options, they only have one tier and the one you're going to find different tiers is on the medical plan.

Speaker speaker_2: Oh, okay, 'cause that, the... What they told me at my job, they said, "We only, we only have vision and dental. We do not give you no healthcare."

Speaker speaker_1: I don't know.

Speaker speaker_2: Are you saying it's not working now?

Speaker speaker_1: I'm, I'm surprised. Y- why you getting that information.

Speaker speaker_2: Good for me.

Speaker speaker_1: Well, you're going to see it on the, um, on the benefit guide when you, when you-

Speaker speaker_2: Uh-huh.

Speaker speaker_1: ... look at the email. You're gonna see the n- the medical plans there as well. Everything that they offer through HSS, you're going to be able to see it there.

Speaker speaker_2: No, I sure appreciate it. Yeah, yeah, they sent me that plan-

Speaker speaker_1: So if you-

Speaker speaker_2: Go ahead.

Speaker speaker_1: Yeah.

Speaker speaker_2: Ah.

Speaker speaker_1: Like I said, it's coming from info@benefitsinacard. Um, check your spam and junk mail. It might go there. And if-

Speaker speaker_2: Okay.

Speaker speaker_1: ... like I said, if you have any questions, you just give us a call and we will be more than happy to assist you.

Speaker speaker_2: All right, bu- but I have, I have one more, more question. So one thing is that the vision is a dollar something a week, and, uh, the dental is \$2? Is that correct?

Speaker speaker_1: Uh, dental is \$3.38.

Speaker speaker_2: Okay. All right. Hey, that sounds, that sounds good. Sounds uh, uh, affordable.

Speaker speaker_1: Well, like I said, they are very basic, so they only cover, uh, \$500 for the year.

Speaker speaker_2: No, no, no, but I was trying to get-

Speaker speaker_1: And like you-

Speaker speaker_2: No, what I was trying to ask you is when does my dental and vision plan start? That at, that I can go to the dental, dental and the vision?

Speaker speaker_1: Okay. After you enroll and it took, it usually takes about three weeks to kick in. A- after we receive the first premium from your employer, that's when the benefits start.

Speaker speaker_2: Oh, okay. All right. But even though I. Okay, hold on. No, I just thought I already had a year there, but either way you still gotta wait three weeks, right?

Speaker speaker_1: Yes, 'cause it has to be processed. Like we give the information to your employer. They have to process to, um, send it to your payroll, and then it will get back to us, and that's take about two to three weeks.

Speaker speaker_2: Okay. I got one more question. And the medical. How much is the medical a week?

Speaker speaker_1: It depends on the plan. They offer three different medi- let me see. Three, three... Let's see. They offer four different medical plan.

Speaker speaker_2: Oh, okay.

Speaker speaker_1: Yeah, it all depends in which one you decide to choose.

Speaker speaker_2: I got a quick question. What is the least expensive plan? I already know if I were to go buy, it's gonna be higher than the, the, uh, the least expensive one, if you don't mind me asking.

Speaker speaker_1: The least expensive one is called the Stay Healthy Plan. It's just for your preventive care, um, and it cost \$15.65. Wi- the way that plan works, um-You have to go to a participating provider. You are responsible to pay for the doctor's visit, and the insurance gonna cover 100% of procedures as long as it's preventive.

Speaker speaker_2: Okay.

Speaker speaker_1: That's how it-

Speaker speaker_2: How-

Speaker speaker_1: ... that one works.

Speaker speaker_2: Okay.

Speaker speaker_1: You could combine that plan with, uh, other plans that they call, um, it's called VIP Standard, in case you want to have more coverage, but they also have other plan that has more coverage. Um, there's another plan called VIP Standard that costs \$16.81. Then they have the one that will give you the most of the coverage, like a combination of the one that I just told you. It's, that one is \$42.61 and then they have one that is two words more, it's like traditional, but it does have a really high... to meet before they start paying 100%.

Speaker speaker_2: Oh, okay. I don't have no more questions. Just please send that to my email, email address and you've been very, very professional.

Speaker speaker_1: Thank you. Um, if anything, just like I said, give us a call. Um, we're here from 8:00 AM to 8:00 PM Eastern Time.

Speaker speaker_2: Okay. But when, let me see, okay. But you wouldn't know when my, my plan starts, right? Like, you know, 'cause normally they tell me it takes about a year to kick in. You would've known that information.

Speaker speaker_1: Hmm. Well, it's that you haven't enrolled and they do not do any auto-enrollment. You have to enroll yourself and then that's when the benefit's gonna be effective, because they're not offering you anything unless you, like, you know, like an auto-enrollment. You have to choose whatever you want to enroll to in order for the benefits to start, when it comes to health, uh, benefits. If it's any other kind, we do not have any information on that.

Speaker speaker_2: Oh, okay. You mean like on the vi- like the, like the vision? The vis- the vision and the dental is not gonna change, it's gonna stay the same, so...

Speaker speaker_1: Yeah, it's not going to change.

Speaker speaker_2: Okay. How about you?

Speaker speaker_1: I mean, you, like they, you never been enrolled on the benefits with us?

Speaker speaker_2: No.

Speaker speaker_1: No. So now when you enroll, um, it might... It usually take about three weeks.

Speaker speaker_2: No, that's okay. Um, I'll probably give you g- give you a call tomorrow.

Speaker speaker_1: No problem.

Speaker speaker_2: And hopefully they'll, they'll still take a professional like you and they don't hang up the phone.

Speaker speaker_1: Uh, hopefully not. I'm, I'm, I'm not able to see who picked up the call earlier, but, um...

Speaker speaker_2: Yeah, they got too many people

Speaker speaker_4: that are there.

Speaker speaker_1: I'ma apologize on their behalf.

Speaker speaker_2: No, no, that's all right. I mean, you don't need to apologize. It wasn't- It wasn't you that did it, man. I just don't like when other people does that and they, you know, other people apologize. No, you don't have to apologize. It was the other person that did it, but it was just unprofessional, you know? Like, and I-

Speaker speaker_1: If you want...

Speaker speaker_2: I don't wanna make a complaint 'cause I'm not like that, but it's just unprofessional, you know?

Speaker speaker_1: I completely understand. If you want, when you call back tomorrow if you wanna ask for me, I'm here from 11:00 to 8:00. Um, and if I'm not available, I could call you back if that helps you or you will feel more comfortable.

Speaker speaker_2: N- yeah, but just, uh, yeah, just call me back then. Call me back tomorrow.

Speaker speaker_1: No, I can't call you back. You could call us back at this time, I would be able to, um, help you.

Speaker speaker_2: Okay.

Speaker speaker_1: But I won't be able to call you back.

Speaker speaker_2: Okay, no problems.

Speaker speaker_1: All right. Anything else for you, um, that I can help you today, Mr. Cortez?

Speaker speaker_2: Uh, no, man. Been very help- been very helpful.

Speaker speaker_1: All right, thank you for giving us a call. Don't forget to check your spam and junk mail when looking for the email.

Speaker speaker_2: Okay, thank you.

Speaker speaker_1: All right. Bye-bye.

Speaker speaker_2: Bye-bye.