

## **Transcript: Pearl**

**Rojas-6398919227162624-4519970154954752**

### **Full Transcript**

Your call is being monitored or recorded for quality purpose. Hello? Hi. Is this Mr. Joiner? Um, this is Mr. Joiner. Hi, my name is Carol. I'm calling from Benefits and Accord on behalf of your staff, BTFS. Uh, yes, ma'am. Before I continue, I'd like to advise the call is being recorded for quality and security purposes. We are processing healthcare enrollment forms, and on your form you chose coverage for employees plus children. We did not receive any dependent information. So we're just calling to confirm whether the coverage is for just you or for you and your children. Uh, I'm sorry. I, I mean, I mean it just for me. Okay. So with the choices that you chose, the weekly deductions are going to be \$42.05. Yes, ma'am. It will take one to two weeks for the ??? staff to start making deductions. Once they're due the following . Your dental, vision, dental and vision card in the mail and your medical will go to your email. Okay. Yes, ma'am. Thank you so much. No problem. Thank you for attending my call. You have a great day. You too.

### **Conversation Format**

Speaker speaker\_0: Your call is being monitored or recorded for quality purpose.

Speaker speaker\_1: Hello?

Speaker speaker\_0: Hi. Is this Mr. Joiner?

Speaker speaker\_1: Um, this is Mr. Joiner.

Speaker speaker\_0: Hi, my name is Carol. I'm calling from Benefits and Accord on behalf of your staff, BTFS.

Speaker speaker\_1: Uh, yes, ma'am.

Speaker speaker\_0: Before I continue, I'd like to advise the call is being recorded for quality and security purposes. We are processing healthcare enrollment forms, and on your form you chose coverage for employees plus children. We did not receive any dependent information. So we're just calling to confirm whether the coverage is for just you or for you and your children.

Speaker speaker\_1: Uh, I'm sorry. I, I mean, I mean it just for me.

Speaker speaker\_0: Okay. So with the choices that you chose, the weekly deductions are going to be \$42.05.

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: It will take one to two weeks for the ??? staff to start making deductions. Once they're due the following . Your dental, vision, dental and vision card in the mail and your medical will go to your email.

Speaker speaker\_1: Okay. Yes, ma'am. Thank you so much.

Speaker speaker\_0: No problem. Thank you for attending my call. You have a great day.

Speaker speaker\_1: You too.