

## **Transcript: Sara**

**Marulanda-4565887515541504-5683175778074624**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Hello, ma'am. Still with Herman Story? This is Herman Story. Hello, Ms. Story. This is Benefits in a Card. We're calling you for Wagner Solutions. Yes. Okay, ma'am. Um, we are processing the enrollment forms. In the enrollment form, you choose dental but at the same time you choose cancellation. So, the question is do you still want the dental coverage or not? For ambulances? No. What I mean is, you choose to be enrolled on dental coverage but at the same time you choose the cancellation. So, we're just wondering if you want to be enrolled on, on dental coverage or not? Um, answer... Yeah. What is this for? I'm sorry. I'm... Okay. What, what did I, what did I apply for? What, what is this? This is from Wagner Service Solutions. What is that? The temporary agency. You signed a form on March 27th. What, in 2025? Yes, ma'am. Probably when you applied for the job. I don't remember That forward. Okay. So, I'm assuming when you applied for the job, um, on those papers there was the enrollment forms for healthcare coverage. You choose to be enrolled on dental but at the same time you choose not to par- you s- choose the cancellation at the same time. So, we're just trying to figure that. So, if I, if I, if I chose a cancellation, that means that I'm not... I wasn't in... I'm not going to end up, um- That's what I'm trying to figure out. But if you say you prefer the cancellation, that's okay. We will not enroll you then. Yeah. I Cancel it. I don't care. Okay. I will do that for you. Sure. Uh, do you have any other questions for us? No, ma'am. All righty, ma'am. So, thank you for answer our call from Benefits in a Card. Have a wonderful day, ma'am.

### **Conversation Format**

Speaker None: Your call may be monitored or recorded for quality assurance purposes. Hello, ma'am. Still with Herman Story? This is Herman Story. Hello, Ms. Story. This is Benefits in a Card. We're calling you for Wagner Solutions. Yes. Okay, ma'am. Um, we are processing the enrollment forms. In the enrollment form, you choose dental but at the same time you choose cancellation. So, the question is do you still want the dental coverage or not? For ambulances? No. What I mean is, you choose to be enrolled on dental coverage but at the same time you choose the cancellation. So, we're just wondering if you want to be enrolled on, on dental coverage or not? Um, answer... Yeah. What is this for? I'm sorry. I'm... Okay. What, what did I, what did I apply for? What, what is this? This is from Wagner Service Solutions. What is that? The temporary agency. You signed a form on March 27th. What, in 2025? Yes, ma'am. Probably when you applied for the job. I don't remember That forward. Okay. So, I'm assuming when you applied for the job, um, on those papers there was the

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