

## Transcript: Sara

**Marulanda-4663595742183424-5004238268055552**

### Full Transcript

Hello, this is- Hi, Sarah. This is Wendy Rodd. Hi, Ms. Rodd. I thought you cannot hear me. Okay, um, I already closed your file, so please, um, give me the name of the agency and the last four of your Social one more time. I'm sorry. M-Megaforce, and it's 0073. Okay, ma'am, thank you. And just for security purposes and because this call has been recorded, can you please verify your address and date of birth for me? Yes, my address is 6009 Dahlgren Avenue, Fayetteville, North Carolina 28314. And you said my date of birth? Yes, please. August 20th, 1970. Email wendyrodd2@icloud.com? Yes, that's correct. And your phone number 910-309-8940? Correct. Okay, ma'am. Perfect. So did you already know what you would like to enroll at, ma'am? Yes. The one that's \$42-something a week. Okay. And I want to add vision and dental. Okay, you want the MEC Enhanced 4268, and then vision which is \$199, and dental which is \$3.38. That correct? Correct. Yes, ma'am. Okay, so the total weekly deduction will be \$48.05. Do you authorize Megaforce to start to make a deduction of \$48.05 every week to cover your premium? Yes, ma'am. All righty, ma'am. Thank you very much. Oh, okay, so you need to allow one to two weeks for your employer, Megaforce, to start making deductions. Once you see the first deduction the following Monday, that's when your coverage become active. You're going to receive your dental and vision and, um, medical ID card at your mailing address. The hospital indemnity- Okay. ... they don't send that to your mailing address automatically. Uh, but if you want, you can give us a call, like, uh, once you see the first deduction, you can give us a call and we can make the request for it to be sent to your mailing address. Okay. Okay, so is that automatically on this plan too? Yes. Yes, ma'am. Okay. Okay. All right, that's fine. And the other one for \$14 will not automatically be done on my card. Is that correct? The one for... Okay, w- when they can, uh, on, under this plan, there is no more \$14. That became like a- Okay. ... part of the new plan. Okay. All right, that's fine. So 48.05, and it'll be one to two weeks, and then I'll get my dental, medical, and- Sure, sure. ... or wellness and dental, vision cards like the following week or something like that? Yes. Yes. Okay, this is the best, uh, way for you to get your ID cards. If by Thursday or Friday after the first deduction, you have not received them, give us a call. We can send you virtual copies while you wait for the hard copies to arrive on the mail. Okay. You know- All right. ... mail sometimes take longer, so but, we can send you the virtual copies. Okay, that's fine. I don't ha- And then- I don't have any appointments scheduled as of right now, but okay. And Sara, is there a reference number or anything for today, or? Yes. Yes, ma'am. Let me put my notes and then the reference number will show up, okay? Okay. One more minute and it's gonna say ready. You're fine. Okay, reference number- This call will be recorded. ... N- Oh. Are you ready? N like Nancy, N like Nancy or M like Mary? N. M as in Mary, F as in Frank, two, slash three two, V as in Victor, N as November, X as in X-ray, K as Kilo, number one, X as, X as in X-ray, Q as in Queen, F as in Frank. Okay, so that's M as in Mary, F as in Frank, two, slash

three two, V like Victor, N like November, X, K like Kilo, one, X like X-ray, Q, F. Yes, ma'am. You're correct. All right, Sara, I appreciate all your help. Thank you for your patience today. I really appreciate it, and- My pleasure. ... you have a great weekend. You as well enjoy your weekend. Have a great night. Thank you, ma'am. Bye-bye. You're welcome, and bye-bye.

## Conversation Format

Speaker None: Hello, this is- Hi, Sarah. This is Wendy Rodd. Hi, Ms. Rodd. I thought you cannot hear me. Okay, um, I already closed your file, so please, um, give me the name of the agency and the last four of your Social one more time. I'm sorry. M-Megaforce, and it's 0073. Okay, ma'am, thank you. And just for security purposes and because this call has been recorded, can you please verify your address and date of birth for me? Yes, my address is 6009 Dahlgren Avenue, Fayetteville, North Carolina 28314. And you said my date of birth? Yes, please. August 20th, 1970. Email wendyrodd2@icloud.com? Yes, that's correct. And your phone number 910-309-8940? Correct. Okay, ma'am. Perfect. So did you already know what you would like to enroll at, ma'am? Yes. The one that's \$42-something a week. Okay. And I want to add vision and dental. Okay, you want the MEC Enhanced 4268, and then vision which is \$199, and dental which is \$3.38. That correct? Correct. Yes, ma'am. Okay, so the total weekly deduction will be \$48.05. Do you authorize Megaforce to start to make a deduction of \$48.05 every week to cover your premium? Yes, ma'am. All righty, ma'am. Thank you very much. Oh, okay, so you need to allow one to two weeks for your employer, Megaforce, to start making deductions. Once you see the first deduction the following Monday, that's when your coverage become active. You're going to receive your dental and vision and, um, medical ID card at your mailing address. The hospital indemnity- Okay. ... they don't send that to your mailing address automatically. Uh, but if you want, you can give us a call, like, uh, once you see the first deduction, you can give us a call and we can make the request for it to be sent to your mailing address. Okay. Okay, so is that automatically on this plan too? Yes. Yes, ma'am. Okay. Okay. All right, that's fine. And the other one for \$14 will not automatically be done on my card. Is that correct? The one for... Okay, w- when they can, uh, on, under this plan, there is no more \$14. That became like a- Okay. ... part of the new plan. Okay. All right, that's fine. So 48.05, and it'll be one to two weeks, and then I'll get my dental, medical, and- Sure, sure. ... or wellness and dental, vision cards like the following week or something like that? Yes. Yes. Okay, this is the best, uh, way for you to get your ID cards. If by Thursday or Friday after the first deduction, you have not received them, give us a call. We can send you virtual copies while you wait for the hard copies to arrive on the mail. Okay. You know- All right. ... mail sometimes take longer, so but, we can send you the virtual copies. Okay, that's fine. I don't ha- And then- I don't have any appointments scheduled as of right now, but okay. And Sara, is there a reference number or anything for today, or? Yes. Yes, ma'am. Let me put my notes and then the reference number will show up, okay? Okay. One more minute and it's gonna say ready. You're fine. Okay, reference number- This call will be recorded. ... N- Oh. Are you ready? N like Nancy, N like Nancy or M like Mary? N. M as in Mary, F as in Frank, two, slash three two, V as in Victor, N as November, X as in X-ray, K as Kilo, number one, X as, X as in X-ray, Q as in Queen, F as in Frank. Okay, so that's M as in Mary, F as in Frank, two, slash three two, V like Victor, N like November, X, K like Kilo, one, X

like X-ray, Q, F. Yes, ma'am. You're correct. All right, Sara, I appreciate all your help. Thank you for your patience today. I really appreciate it, and- My pleasure. ... you have a great weekend. You as well enjoy your weekend. Have a great night. Thank you, ma'am. Bye-bye. You're welcome, and bye-bye.