

## **Transcript: Sara**

**Marulanda-6606974607605760-4779988918648832**

### **Full Transcript**

Hello. Your call may be monitored or recorded for quality assurance purposes. Hello, ma'am. I speak with Naomi Little? This is her. Hello, Naomi Little, this is Benefits in a Card calling on behalf of PRC Staffing. Hello? Hi, ma'am. Um, we're processing the enrollment for healthcare coverage. Uh-huh. You request ... for employee plus child, but we don't... Well, we have the child and a spouse information. So the question is the... You want the coverage for employee plus child or for the whole family? Oh. Um, oh, for the whole family. I apologize. It's, it's okay. Uh, that's, that's not a big a deal. Um, just let me fix that here for you. Okay, so the dental coverage is gonna be for employee plus family, and the medical is gonna be for employee only. Is that correct? Yes. That's correct. Okay. So the new deductions are gonna be \$45.71. How much? 45, \$45.71 per week. Per week? Yes, ma'am. It is, uh, \$31.71 for the medical coverage for yourself and \$14- Mm-hmm. ... for the dental coverage for employee plus the spouse and the children. Okay, that's fine. All righty, ma'am. Uh, do you have any other questions for me? No, that's all. All righty, ma'am. So thank you for answer our call from Benefits in a Card ... Which is why we're calling. Okay, thank you. You're welcome. Bye-bye. Bye.

### **Conversation Format**

Speaker None: Hello. Your call may be monitored or recorded for quality assurance purposes. Hello, ma'am. I speak with Naomi Little? This is her. Hello, Naomi Little, this is Benefits in a Card calling on behalf of PRC Staffing. Hello? Hi, ma'am. Um, we're processing the enrollment for healthcare coverage. Uh-huh. You request ... for employee plus child, but we don't... Well, we have the child and a spouse information. So the question is the... You want the coverage for employee plus child or for the whole family? Oh. Um, oh, for the whole family. I apologize. It's, it's okay. Uh, that's, that's not a big a deal. Um, just let me fix that here for you. Okay, so the dental coverage is gonna be for employee plus family, and the medical is gonna be for employee only. Is that correct? Yes. That's correct. Okay. So the new deductions are gonna be \$45.71. How much? 45, \$45.71 per week. Per week? Yes, ma'am. It is, uh, \$31.71 for the medical coverage for yourself and \$14- Mm-hmm. ... for the dental coverage for employee plus the spouse and the children. Okay, that's fine. All righty, ma'am. Uh, do you have any other questions for me? No, that's all. All righty, ma'am. So thank you for answer our call from Benefits in a Card ... Which is why we're calling. Okay, thank you. You're welcome. Bye-bye. Bye.