

Transcript: VICTORIA

Taylor-6703807969837056-6112117672329216

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card, this is Victoria. How can I help you? Yes, ma'am. I was calling to, uh, start my benefits. Okay. What's the name of the- Hello. ... agency you work for? Say it again? The name of the staffing agency you work for? It's, um, it's Partners Personnel. And the last four of your Social? It's 7777. And, uh, your first and last name for me. Um, Nakita Mouse. Do you mind verifying your address and date of birth? Say it again? If you'll verify your address- No, I- ... and date of birth. Yes. It's 114 Justin Road, Rowlands, North Carolina, 28383, zip code. Okay. Um, are you no longer at 416 East Vance Street? Um, yes. Yes, I can use that one. That's o- that's okay. And your date of birth? Um, December the 10th, 1994. And then phone number 843-432-6960? Yes, ma'am. And then email's just gonna be first name twenty eight at gmail.com? Yes. Do you know, um, are you wanting to get enrolled into benefits, you said? Yes, ma'am. Uh, I just- What are the- ... got the case or whatever and it says something about getting on and start my benefits. Do you know what specific plans you're wanting? Uh, what is, what are the plans that, um, that I can, uh, get? Uh, you know...? So there's multiple medical plans to choose from but there's also, um, things that you can add on like short-term disability, critical illness, dental, vision, um, a 24-hour group accident policy and a term life policy. Um... Oh, okay. If you'd like, I can actually email you the, uh, benefits guide that kinda goes over all the plans, what they cover and how much they cost. That way you can look over it- Mm-hmm. ... and then once you know you can call us back from there. Um, I think I already have what I think I might wanna need. Uh, like, is it like, um, is it like doctor, doctors and, uh, dentals and... Is that some of the stuff that's part of the, the benefits? Yeah, I mean, so the thing is is we offer multiple medical plans. Um, and they all vary on what they cover. Um, so just to kinda go over the different plans, there's the MEC StayHealthy TeleRx, which just covers- Yeah. ... your preventative healthcare. So that covers things like yearly physicals, vaccinations and preventative screenings at 100%- Yeah. ... as long as you stay in that work. But that's all that the StayHealthy is gonna cover. Then we have, um- Oh, okay. So what... Okay. I'm sorry, go ahead. No, go ahead. I'm listening. Um, then we have our hospital indemnity plans, the VIP Standard, the VIP Plus and the VIP Prime. None of these- Yeah. ... plans will cover the preventative care like the StayHealthy does, but they do provide coverage- Good. ... for, um, non-preventative. So if you were to be admitted to the hospital, um, if you have to go to like the emergency room, urgent care or a regular physician's office- Right. ... the only difference between the three VIP plans is basically the dollar amount that they'll pay for the different benefits. Um... Yes. Then we have another medical plan called the StayHealthy MEC Enhanced which covers preventative care but it also covers the non-preventative benefits. Um... Oh, okay. So it's not ... two sides to coverage, they're both... Okay. So which one is like we, like dental, like going to the dentist and stuff? Well, dental is

separate so you can do dental by itself, you don't have to have a medical plan. Oh, so long as I got benefits I can still go to the doctor, I mean, to the, to the dentist and give them my, uh, information? As long as you're enrolled into the dental plan and it's active, yes, ma'am. Okay. So, um, are you saying on Government Road to... On Government Road to the... So you don't have to have... Yeah, basically what I'm trying to explain is you don't have to have a medical plan in order to get the dental benefits. Mm-hmm. They're two separate things. There's medical and then there's dental. They're separate plans. Okay, so long as I get... Okay, so long as I get one of the benefits that'll still help out with like me going to the dentist and I don't have to worry about none of that you're saying? I, I guess I'm not understanding. Yeah, I mean, as long as you're enrolled into the dental policy, you'll have the coverage that the dental policy provides. Um, so the dental plan covers, uh... It's, it's a very basic dental plan, so it covers your preventative dental work at 100%, and then basic- Mm-hmm. ... dental work like fillings and extractions at 80% once you meet the \$50 deductible. Mm-hmm. Uh, the biggest thing to know about our dental plan is it's not gonna cover any major dental work like crowns, orthodontists. Oh, okay. Oh, so you're saying like crowns and like replaceables, something like that? Major dental work like crowns and orthodontist braces would not be covered. Oh, okay. Well, I can do the, um... I could do the dental too. Okay, so are you just wanting to do dental? Um, c- can I do, like, both? Like, dental and, uh, the one, the you said would be good to use for, like, benefits? Okay, so I can't suggest a specific medical plan. You would have to tell me which medical plan you want. Um, the one that's... As long as it's, uh... I mean, I do want the dental also, but then the one that's for the benefit, the other one that's, um... I was gonna say, the one that's like, um- But they're all benefits. Uh, I'm not understanding what you mean. Okay, so I'm just saying, do I need to have a paper or something saying something about the dental? Well, once the coverage is active, you'll get an ID card sent to you by mail. Right. And that's what you would hand the provider. Okay. Okay. Okay, so yeah, I can do that. And also, um, just one of the, the, um... Let me see. One of the ones you said that was there to cover like good stuff like, um, like going to the doctor's and the stuff that I would need, like health insurance. Okay. So I've reviewed five different medical plans. I'm not sure which one you want. Okay. So again, we have the Stay Healthy ME- So, um, we can just... Yeah. So again, we have the Stay Healthy MEC TeleRx and that just covers your preventative medical. Right. Then we have the Hospital Indemnity Plans, the VIP Standard, the VIP Plus, and Prime. Right. Mm-hmm. These are the Hospital Indemnity Plans, so they just cover non-preventative medical. And then we have the- Oh, okay. ... Stay Healthy MEC Enhance, which covers preventative and non-preventative medical together. Okay, so that's like... So I'm saying if you don't get covered for it, you would get covered for it for the third one, right? N- no. So, the, the Stay Healthy MEC Enhance covers your preventative care, so your yearly physicals, vaccinations and preventative screenings- Oh. ... 100% as long as you stay in network. Okay. But it also comes with benefits- Mm-hmm. ... for non-preventative care like primary care visits, specialist care visits, urgent care visits, as well as if you get admitted to the hospital. There's benefits for those things. Okay, so um, I can... Um, I can do that. I can do that one. Sounds pretty good to me. Okay, so you're wanting the MEC Enhance and the dental for just yourself? Um, yes. Um, yeah, I can do that as now. So do I have to, um... Like, which, if you have kids, can you put them, like add them on or wait some time later? So you only have 30 days from the date of your first check to get enrolled. Um, and I would suggest- Right. ... you know, once... Like, if you want to enroll today, I would go ahead and make the

decision all at once. But you have up until the 20 s- or I'm sorry, the 25th of December to make any changes to the enrollment. So if you want to add them on today, we can do that. If not, you can call back before the 25th of December and we can add them on. Just know that- I can just go ahead and do mine and... Yeah, go ahead. Um, I was just going to say, it's going to be... It's going to be priced differently for employee only versus employee plus child. Oh, okay. I mean, can you do that or you don't, you can't do that? That's just saying. I'm just asking. Just in case, you know- Okay. It's, it's up to you. However you want to do it today, we can do that. So if you want to do employee only today, you then still have up until- Yeah. ... the 25th of December to add on your children. I was just letting you know- Oh, okay. ... it's probably going to cost more to add on children. Oh, okay. So would it be best for me to just do it myself and it won't cost more for adding on children? I, I can't advise... Yeah, I mean, I can't- Oh, okay. ... advise you either way. It's... I mean, either way- Oh. ... the cost for employee only is different for employee plus child. Oh, okay. Okay, well I can just, um... I can just do myself for now- And then, um, I can see before then to see what I'm gonna do. Okay. I can call way before then. Mm-hmm. Okay. So the MEC Enhanced and the dental for employee only is a total of \$47.39 a week. Okay. Um, now both of these plans are under Section 125 which basically is an IRS code that allows you to pay your share of the premium with pre-tax dollars. Mm-hmm. So they do put stipulations on when you can change or cancel the plans. So like I said- Mm-hmm. ... you do have the remainder of your personal open enrollment period that ends on the 25th of December to make any changes or cancellations. Outside of- Right. ... that date, you would have to wait for the- Yeah. ... company's open enrollment period, um, in order to make- Okay. ... any changes or cancellations unless you experience a qualifying life event. Right. Okay. So, um, you're saying that we gotta pay the, the \$47, right, before I start any benefits, right? Yes, ma'am. So again, for the M- the MEC Enhanced medical plan and the dental for employee only, it's \$47.39 a week. Okay. I'm looking at it now 'cause, um, let me see my, um, check. Okay. So I, um, have paid for that. So, so will I be able to, um... Can this be edited to wait until, uh, the weekend coming up to call back? Do y'all still, will y'all still have it saved in the system? Yes. We're enrolling you today. Hello? Okay. So, um, do I have time to... I could pay it, um, this week and just call back? So the way that it works is that i- it's- Hmm. ... taken out of your paycheck. That's how you pay for the coverage. So it's automatically- Okay. ... taken out of your paycheck. So it typically takes about one- Okay. ... to two weeks for the enrollment- Mm-hmm. ... to be processed through payroll. Right. And then coverage will start the following Monday of your first payroll deduction. Okay. Oh, okay. Mm-hmm. Okay. Well that's, that's good. So it'll automatically just, uh, come out on check, right? Yes. It's taken out of your paycheck. Oh, okay. So that's how it works. Okay. I'm just trying to understand because I didn't... You know, it's my first time. I don't know. Uh- No worries. Okay. Well that sounds good. So, um, I'm set straight, right? Yeah. I went ahead and got you enrolled. Um, once the coverage is active, that's when your policy information and ID cards are being made. So it typically takes about seven to ten business days to get the ID cards in the mail. Okay. Uh, was there anything else? Okay. Um, thank you too for everything. No, and if I needed to add my kids on, if I decide to do that, I would just, um... What I'll do, I'll just, uh, call you back before, you said the 25th, right? Yeah. Um, and if you do decide- Okay. ... to add them on, uh, some things we would need is, uh, all the names, date of births, and full Social Security na- uh, numbers. Oh, okay. Well, I will have everything just in case if I do it, decide. All righty. All right. You have a wonderful day. You too. Thank you. Bye-bye. Uh-huh.

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 on a Card, this is Victoria. How can I help you?

Speaker speaker_2: Yes, ma'am. I was calling to, uh, start my benefits.

Speaker speaker_1: Okay. What's the name of the-

Speaker speaker_2: Hello.

Speaker speaker_1: ... agency you work for?

Speaker speaker_2: Say it again?

Speaker speaker_1: The name of the staffing agency you work for?

Speaker speaker_2: It's, um, it's Partners Personnel.

Speaker speaker_1: And the last four of your Social?

Speaker speaker_2: It's 7777.

Speaker speaker_1: And, uh, your first and last name for me.

Speaker speaker_2: Um, Nakita Mouse.

Speaker speaker_1: Do you mind verifying your address and date of birth?

Speaker speaker_2: Say it again?

Speaker speaker_1: If you'll verify your address-

Speaker speaker_2: No, I-

Speaker speaker_1: ... and date of birth.

Speaker speaker_2: Yes. It's 114 Justin Road, Rowlands, North Carolina, 28383, zip code.

Speaker speaker_1: Okay. Um, are you no longer at 416 East Vance Street?

Speaker speaker_2: Um, yes. Yes, I can use that one. That's o- that's okay.

Speaker speaker_1: And your date of birth?

Speaker speaker_2: Um, December the 10th, 1994.

Speaker speaker_1: And then phone number 843-432-6960?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: And then email's just gonna be first name twenty eight at gmail.com?

Speaker speaker_2: Yes.

Speaker speaker_1: Do you know, um, are you wanting to get enrolled into benefits, you said?

Speaker speaker_2: Yes, ma'am. Uh, I just-

Speaker speaker_1: What are the-

Speaker speaker_2: ... got the case or whatever and it says something about getting on and start my benefits.

Speaker speaker_1: Do you know what specific plans you're wanting?

Speaker speaker_2: Uh, what is, what are the plans that, um, that I can, uh, get? Uh, you know...?

Speaker speaker_1: So there's multiple medical plans to choose from but there's also, um, things that you can add on like short-term disability, critical illness, dental, vision, um, a 24-hour group accident policy and a term life policy. Um...

Speaker speaker_2: Oh, okay.

Speaker speaker_1: If you'd like, I can actually email you the, uh, benefits guide that kinda goes over all the plans, what they cover and how much they cost. That way you can look over it-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... and then once you know you can call us back from there.

Speaker speaker_2: Um, I think I already have what I think I might wanna need. Uh, like, is it like, um, is it like doctor, doctors and, uh, dentals and... Is that some of the stuff that's part of the, the benefits?

Speaker speaker_1: Yeah, I mean, so the thing is is we offer multiple medical plans. Um, and they all vary on what they cover. Um, so just to kinda go over the different plans, there's the MEC StayHealthy TeleRx, which just covers-

Speaker speaker_2: Yeah.

Speaker speaker_1: ... your preventative healthcare. So that covers things like yearly physicals, vaccinations and preventative screenings at 100%-

Speaker speaker_2: Yeah.

Speaker speaker_1: ... as long as you stay in that work. But that's all that the StayHealthy is gonna cover. Then we have, um-

Speaker speaker_2: Oh, okay. So what... Okay.

Speaker speaker_1: I'm sorry, go ahead.

Speaker speaker_2: No, go ahead. I'm listening.

Speaker speaker_1: Um, then we have our hospital indemnity plans, the VIP Standard, the VIP Plus and the VIP Prime. None of these-

Speaker speaker_2: Yeah.

Speaker speaker_1: ... plans will cover the preventative care like the StayHealthy does, but they do provide coverage-

Speaker speaker_2: Good.

Speaker speaker_1: ... for, um, non-preventative. So if you were to be admitted to the hospital, um, if you have to go to like the emergency room, urgent care or a regular physician's office-

Speaker speaker_2: Right.

Speaker speaker_1: ... the only difference between the three VIP plans is basically the dollar amount that they'll pay for the different benefits. Um...

Speaker speaker_2: Yes.

Speaker speaker_1: Then we have another medical plan called the StayHealthy MEC Enhanced which covers preventative care but it also covers the non-preventative benefits. Um...

Speaker speaker_2: Oh, okay.

Speaker speaker_1: So it's not

Speaker speaker_3: ... two sides to coverage, they're both...

Speaker speaker_2: Okay. So which one is like we, like dental, like going to the dentist and stuff?

Speaker speaker_1: Well, dental is separate so you can do dental by itself, you don't have to have a medical plan.

Speaker speaker_2: Oh, so long as I got benefits I can still go to the doctor, I mean, to the, to the dentist and give them my, uh, information?

Speaker speaker_1: As long as you're enrolled into the dental plan and it's active, yes, ma'am.

Speaker speaker_2: Okay. So, um, are you saying on Government Road to... On Government Road to the...

Speaker speaker_1: So you don't have to have... Yeah, basically what I'm trying to explain is you don't have to have a medical plan in order to get the dental benefits.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: They're two separate things. There's medical and then there's dental. They're separate plans.

Speaker speaker_2: Okay, so long as I get... Okay, so long as I get one of the benefits that'll still help out with like me going to the dentist and I don't have to worry about none of that you're saying?

Speaker speaker_1: I, I guess I'm not understanding. Yeah, I mean, as long as you're enrolled into the dental policy, you'll have the coverage that the dental policy provides. Um, so the dental plan covers, uh... It's, it's a very basic dental plan, so it covers your preventative dental work at 100%, and then basic-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... dental work like fillings and extractions at 80% once you meet the \$50 deductible.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Uh, the biggest thing to know about our dental plan is it's not gonna cover any major dental work like crowns, orthodontists.

Speaker speaker_2: Oh, okay. Oh, so you're saying like crowns and like replaceables, something like that?

Speaker speaker_1: Major dental work like crowns and orthodontist braces would not be covered.

Speaker speaker_2: Oh, okay. Well, I can do the, um... I could do the dental too.

Speaker speaker_1: Okay, so are you just wanting to do dental?

Speaker speaker_2: Um, c- can I do, like, both? Like, dental and, uh, the one, the you said would be good to use for, like, benefits?

Speaker speaker_1: Okay, so I can't suggest a specific medical plan. You would have to tell me which medical plan you want.

Speaker speaker_2: Um, the one that's... As long as it's, uh... I mean, I do want the dental also, but then the one that's for the benefit, the other one that's, um... I was gonna say, the one that's like, um-

Speaker speaker_1: But they're all benefits. Uh, I'm not understanding what you mean.

Speaker speaker_2: Okay, so I'm just saying, do I need to have a paper or something saying something about the dental?

Speaker speaker_1: Well, once the coverage is active, you'll get an ID card sent to you by mail.

Speaker speaker_2: Right.

Speaker speaker_1: And that's what you would hand the provider.

Speaker speaker_2: Okay. Okay. Okay, so yeah, I can do that. And also, um, just one of the, the, um... Let me see. One of the ones you said that was there to cover like good stuff like,

um, like going to the doctor's and the stuff that I would need, like health insurance.

Speaker speaker_1: Okay. So I've reviewed five different medical plans. I'm not sure which one you want.

Speaker speaker_2: Okay.

Speaker speaker_1: So again, we have the Stay Healthy ME-

Speaker speaker_2: So, um, we can just... Yeah.

Speaker speaker_1: So again, we have the Stay Healthy MEC TeleRx and that just covers your preventative medical.

Speaker speaker_2: Right.

Speaker speaker_1: Then we have the Hospital Indemnity Plans, the VIP Standard, the VIP Plus, and Prime.

Speaker speaker_2: Right. Mm-hmm.

Speaker speaker_1: These are the Hospital Indemnity Plans, so they just cover non-preventative medical. And then we have the-

Speaker speaker_2: Oh, okay.

Speaker speaker_1: ... Stay Healthy MEC Enhance, which covers preventative and non-preventative medical together.

Speaker speaker_2: Okay, so that's like... So I'm saying if you don't get covered for it, you would get covered for it for the third one, right?

Speaker speaker_1: N- no. So, the, the Stay Healthy MEC Enhance covers your preventative care, so your yearly physicals, vaccinations and preventative screenings-

Speaker speaker_2: Oh.

Speaker speaker_1: ... 100% as long as you stay in network.

Speaker speaker_2: Okay.

Speaker speaker_1: But it also comes with benefits-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... for non-preventative care like primary care visits, specialist care visits, urgent care visits, as well as if you get admitted to the hospital. There's benefits for those things.

Speaker speaker_2: Okay, so um, I can... Um, I can do that. I can do that one. Sounds pretty good to me.

Speaker speaker_1: Okay, so you're wanting the MEC Enhance and the dental for just yourself?

Speaker speaker_2: Um, yes. Um, yeah, I can do that as now. So do I have to, um... Like, which, if you have kids, can you put them, like add them on or wait some time later?

Speaker speaker_1: So you only have 30 days from the date of your first check to get enrolled. Um, and I would suggest-

Speaker speaker_2: Right.

Speaker speaker_1: ... you know, once... Like, if you want to enroll today, I would go ahead and make the decision all at once. But you have up until the 20 s- or I'm sorry, the 25th of December to make any changes to the enrollment. So if you want to add them on today, we can do that. If not, you can call back before the 25th of December and we can add them on. Just know that-

Speaker speaker_2: I can just go ahead and do mine and... Yeah, go ahead.

Speaker speaker_1: Um, I was just going to say, it's going to be... It's going to be priced differently for employee only versus employee plus child.

Speaker speaker_2: Oh, okay. I mean, can you do that or you don't, you can't do that? That's just saying. I'm just asking. Just in case, you know-

Speaker speaker_1: Okay. It's, it's up to you. However you want to do it today, we can do that. So if you want to do employee only today, you then still have up until-

Speaker speaker_2: Yeah.

Speaker speaker_1: ... the 25th of December to add on your children. I was just letting you know-

Speaker speaker_2: Oh, okay.

Speaker speaker_1: ... it's probably going to cost more to add on children.

Speaker speaker_2: Oh, okay. So would it be best for me to just do it myself and it won't cost more for adding on children?

Speaker speaker_1: I, I can't advise... Yeah, I mean, I can't-

Speaker speaker_2: Oh, okay.

Speaker speaker_1: ... advise you either way. It's... I mean, either way-

Speaker speaker_2: Oh.

Speaker speaker_1: ... the cost for employee only is different for employee plus child.

Speaker speaker_2: Oh, okay. Okay, well I can just, um... I can just do myself for now-And then, um, I can see before then to see what I'm gonna do.

Speaker speaker_1: Okay.

Speaker speaker_2: I can call way before then. Mm-hmm.

Speaker speaker_1: Okay. So the MEC Enhanced and the dental for employee only is a total of \$47.39 a week.

Speaker speaker_2: Okay.

Speaker speaker_1: Um, now both of these plans are under Section 125 which basically is an IRS code that allows you to pay your share of the premium with pre-tax dollars.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: So they do put stipulations on when you can change or cancel the plans. So like I said-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... you do have the remainder of your personal open enrollment period that ends on the 25th of December to make any changes or cancellations. Outside of-

Speaker speaker_2: Right.

Speaker speaker_1: ... that date, you would have to wait for the-

Speaker speaker_2: Yeah.

Speaker speaker_1: ... company's open enrollment period, um, in order to make-

Speaker speaker_2: Okay.

Speaker speaker_1: ... any changes or cancellations unless you experience a qualifying life event.

Speaker speaker_2: Right. Okay. So, um, you're saying that we gotta pay the, the \$47, right, before I start any benefits, right?

Speaker speaker_1: Yes, ma'am. So again, for the M- the MEC Enhanced medical plan and the dental for employee only, it's \$47.39 a week.

Speaker speaker_2: Okay. I'm looking at it now 'cause, um, let me see my, um, check. Okay. So I, um, have paid for that. So, so will I be able to, um... Can this be edited to wait until, uh, the weekend coming up to call back? Do y'all still, will y'all still have it saved in the system?

Speaker speaker_1: Yes. We're enrolling you today.

Speaker speaker_2: Hello? Okay. So, um, do I have time to... I could pay it, um, this week and just call back?

Speaker speaker_1: So the way that it works is that i- it's-

Speaker speaker_2: Hmm.

Speaker speaker_1: ... taken out of your paycheck. That's how you pay for the coverage. So it's automatically-

Speaker speaker_2: Okay.

Speaker speaker_1: ... taken out of your paycheck. So it typically takes about one-

Speaker speaker_2: Okay.

Speaker speaker_1: ... to two weeks for the enrollment-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... to be processed through payroll.

Speaker speaker_2: Right.

Speaker speaker_1: And then coverage will start the following Monday of your first payroll deduction.

Speaker speaker_2: Okay. Oh, okay.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: Okay. Well that's, that's good. So it'll automatically just, uh, come out on check, right?

Speaker speaker_1: Yes. It's taken out of your paycheck.

Speaker speaker_2: Oh, okay. So that's how it works. Okay. I'm just trying to understand because I didn't... You know, it's my first time. I don't know. Uh-

Speaker speaker_1: No worries.

Speaker speaker_2: Okay. Well that sounds good. So, um, I'm set straight, right?

Speaker speaker_1: Yeah. I went ahead and got you enrolled. Um, once the coverage is active, that's when your policy information and ID cards are being made. So it typically takes about seven to ten business days to get the ID cards in the mail.

Speaker speaker_2: Okay.

Speaker speaker_1: Uh, was there anything else?

Speaker speaker_2: Okay. Um, thank you too for everything. No, and if I needed to add my kids on, if I decide to do that, I would just, um... What I'll do, I'll just, uh, call you back before, you said the 25th, right?

Speaker speaker_1: Yeah. Um, and if you do decide-

Speaker speaker_2: Okay.

Speaker speaker_1: ... to add them on, uh, some things we would need is, uh, all the names, date of births, and full Social Security na- uh, numbers.

Speaker speaker_2: Oh, okay. Well, I will have everything just in case if I do it, decide.

Speaker speaker_1: All righty.

Speaker speaker_2: All right.

Speaker speaker_1: You have a wonderful day.

Speaker speaker_2: You too.

Speaker speaker_1: Thank you. Bye-bye.

Speaker speaker_2: Uh-huh. Bye.