

## **Transcript: Chris Sofield**

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### **Full Transcript**

Hello. Your call may be monitored or recorded for quality assurance purposes. Hi, good afternoon. Can I speak with Tyres Nesbitt? Uh, yes, who is this? Hi, Mr. Nesbitt. This is Chris with Benefits and a Card calling on behalf of Wagner. I'm returning a voice mail you left with us earlier. Oh, yeah. This is, um, Tyres. All right. Um, how you doing today, sir? I'm doing all right. How about you? I'm doing pretty well, thank you. Um, before we continue, your call is being recorded for quality assurance training purposes. Uh, wanted to, uh, just reach out and help you out with getting enrolled. I understand that you wanted to, uh, get those, uh, insurance benefits from Wagner? Yes. All right. Um, did you have an idea of what you wanted to enroll into, or do we need to kind of- Um. ... go over the menu a little bit? Uh, well, I specifically want, uh, the, um, the dental and the vision. Dental and vision? Mm-hmm. Got it. As well as, um, just the basic health. Okay. So, that could be either the, uh, the Stay Healthy Preventative Care Plan- Yeah, it's the, uh... ... or the VIP Classic Plan? Yeah, the, uh, Stay Med. Okay, Stay Healthy. Got it. And then- Yeah. ... is that all going to be for just yourself, or are you covering anyone else? Uh, myself. All right. So, Stay Healthy, dental, vision. Was there any other insurance plans you wanted to enroll into? Uh, no. All right. Uh, this totals out to \$19.38 per week. Do we authorize Wagner to make those deductions? Yes. All right. One moment. Get that set up here... All right. So, we'll go ahead and get that set up. It's going to take about a week or two for the enrollment process. Once everything goes through, you should start seeing those deductions coming out of your checks. Monday following that first deduction is when the policy should become effective. ID cards will typically arrive about a week or two after that. Okay? Okay. All right. Thank you. Anything else? Uh, no, that's it. All right. Thanks again for calling. You have a wonderful day, sir. Thanks. You have a good one. All right. Bye now.

### **Conversation Format**

Speaker speaker\_0: Hello.

Speaker speaker\_1: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_2: Hi, good afternoon. Can I speak with Tyres Nesbitt?

Speaker speaker\_0: Uh, yes, who is this?

Speaker speaker\_2: Hi, Mr. Nesbitt. This is Chris with Benefits and a Card calling on behalf of Wagner. I'm returning a voice mail you left with us earlier.

Speaker speaker\_0: Oh, yeah. This is, um, Tyres.

Speaker speaker\_2: All right. Um, how you doing today, sir?

Speaker speaker\_0: I'm doing all right. How about you?

Speaker speaker\_2: I'm doing pretty well, thank you. Um, before we continue, your call is being recorded for quality assurance training purposes. Uh, wanted to, uh, just reach out and help you out with getting enrolled. I understand that you wanted to, uh, get those, uh, insurance benefits from Wagner?

Speaker speaker\_0: Yes.

Speaker speaker\_2: All right. Um, did you have an idea of what you wanted to enroll into, or do we need to kind of-

Speaker speaker\_0: Um.

Speaker speaker\_2: ... go over the menu a little bit?

Speaker speaker\_0: Uh, well, I specifically want, uh, the, um, the dental and the vision.

Speaker speaker\_2: Dental and vision?

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_2: Got it.

Speaker speaker\_0: As well as, um, just the basic health.

Speaker speaker\_2: Okay. So, that could be either the, uh, the Stay Healthy Preventative Care Plan-

Speaker speaker\_0: Yeah, it's the, uh...

Speaker speaker\_2: ... or the VIP Classic Plan?

Speaker speaker\_0: Yeah, the, uh, Stay Med.

Speaker speaker\_2: Okay, Stay Healthy. Got it. And then-

Speaker speaker\_0: Yeah.

Speaker speaker\_2: ... is that all going to be for just yourself, or are you covering anyone else?

Speaker speaker\_0: Uh, myself.

Speaker speaker\_2: All right. So, Stay Healthy, dental, vision. Was there any other insurance plans you wanted to enroll into?

Speaker speaker\_0: Uh, no.

Speaker speaker\_2: All right. Uh, this totals out to \$19.38 per week. Do we authorize Wagner to make those deductions?

Speaker speaker\_0: Yes.

Speaker speaker\_2: All right. One moment. Get that set up here... All right. So, we'll go ahead and get that set up. It's going to take about a week or two for the enrollment process. Once everything goes through, you should start seeing those deductions coming out of your checks. Monday following that first deduction is when the policy should become effective. ID cards will typically arrive about a week or two after that. Okay?

Speaker speaker\_0: Okay.

Speaker speaker\_2: All right.

Speaker speaker\_0: Thank you.

Speaker speaker\_2: Anything else?

Speaker speaker\_0: Uh, no, that's it.

Speaker speaker\_2: All right. Thanks again for calling. You have a wonderful day, sir.

Speaker speaker\_0: Thanks. You have a good one.

Speaker speaker\_2: All right. Bye now.