

Transcript: Estefania

Acevedo-5053516349915136-5020501053751296

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Car. My name is Stephanie. How can I assist you? Yes, ma'am. My name is Sir Franklin Turner, and, uh, uh, my niece was helping me doing the application, uh, online. Um, and there's a woman here and they told me to call something, I guess it's about the insurance, uh, about the medical insurance. Okay. Um, what staff and agency do you work for? Where I'm working, yes, I put in, my niece didn't do an application. It's called the, uh, uh, what is it? Let me see. It's the first- Oh, okay. ... the- So it's for somebody else? Um, if it's for somebody else, I would have to speak to that particular person, um, for security purposes. No, it's for me. Oh, it's for you? Okay, I'm sorry. I don't know why I heard, um, I thought you said your niece. No, no. I said my, my, my, my, my niece did, finished the application. The one for the- Oh, that's fair. She finished the application a while ago for me. I just got, I just got in from a, from a dentist. And it was- So if- ... ask, ask about insurance. If you like, um, we can do the enrollment through the phone. Okay. How much we- were they gonna pay? They gonna take out of my check? 'Cause I think she did a paper check. So I just want to know. So i-... So we're the healthcare administrators for different agencies, and then different agencies have different prices. So I would have to get in your file to see, um, how much each plan is. Um, for that, I just need the name of the staff and agency that you applied with and then the last four of your Social. Okay, let me look on here. Oh, shoot. Okay. 'Cause I know nothing ain't free though, 'cause I get Social Security though, you know? So I don't need- Yeah, no. Yeah, these are weekly deductions for these plans. Okay, let me, uh, let me find that. Uh, hold on. It's gonna be, uh, Surge Staffing. Okay. And- And then what are the last four of your Social? 0678. And your first and last name? Franklin Turner. Okay. Yes, ma'am. Did you just s-... Okay, so s- since you haven't started working with them yet, we still don't have your file. Um, so I'm gonna go ahead and create one. You said you're with Surge, but to do that, um, I would need your full Social, your full address, a-all that information. Okay. Okay. Um, what is your Social? 467330678. Okay. And then- But, and then you- ... you said it was Franklin- But- ... Turner. Yes, ma'am. Would it be... I got a q- Would it be very much that they'll take out? 'Cause I know they could deduct something out of, you know, for medical. So, there's different plans to choose from, different- Okay. ... medical plans. So it just depends on the one that you choose, as well as how many, and also if you choose dependents with those plans. So, it just all depends. But I could go over the plans, um, with you if you wish. I just have to create your file first. Okay. Um, what's your address? 11209 Raleigh, R-A-L-L-I-E Crest, one word, C-R-E-S-T, Raleigh Crest Drive. Okay. Yes, ma'am. Raleigh Crest Drive. And I'm in, uh, Balch, B-A-L-C-H, Balch Spring, S-P-R-I-N-G, one word, Balch Spring, Texas. And you need the, uh, zip- And then... Yeah. What's that? Sorry. Yeah, what's that zip code? Oh, 75180. Apartment 120- 751... 75180. ... eight. Mm-hmm. And then apartment... 129. Thank you.

Okay, and that was 11209 Raleigh Crest Drive, Balch- Yes, ma'am. ... Spring, Texas, 7- You said 75180? Correct. Thank you. And then what is your date of birth? June 5, 1959. Okay, and then what's a good phone number? Is it the 214-242-7210? Yes, ma'am. Okay. And then, do you wanna provide an email address? Um... Yes. I can- I don't have to give one. I can... No, it's optional. Um... No, I don't want one right now, okay. Okay. Well, they got a email from me one time, um, when Search sent me out on this, and they, they got in my email. Um. So, so we're just the administrators. We don't work in Search. Okay. Okay. We just administrate them. Um, but if you wish, I can go ahead and start going over the plans that they offer. Okay, then. 'Cause I'm not... Was there like- See... Uh-huh. ... is it like a temp, like a temp service or something I would be working for up under? I'm sorry? Is it like a temp service, service? It's like a temp service that I'd be working up under? Well, 'cause my niece gets the application from me, you know? She ca- they asked what kind of job I wanted and everything, you know, what I could do. Mm-hmm. So these are healthcare, um, benefits. Okay. So depending... So if you get hired on with them, they will be doing weekly deductions for the plans that you select. Um, like I said, every plan, they offer like different medical ones, dental, vision. They all have their deductions to them. Depending on which ones you were to select, they would be doing weekly deductions out of your paycheck for you to have active coverage for those plans. But then, like, it's something should happen to me or something, or while I'm working for them or something? Or just, just- No, it's hath- It's healthcare benefits. I just need to go through, like- But it's completely op- But it's completely optional. Go ahead. Um. Mm-hmm. 'Cause, 'cause I know some people, they already either have, like, insurance already through somebody else, so they decline it. Or they just don't want weekly deductions to be added their check, so they decline it, but some people do, um, select some plans. It's just, like, really, it's whatever y- you feel. Like, if you need, um, healthcare benefits, you could select some, but they do have their weekly deductions. Like, I know they do auto-enroll their members into a preventative plan. That's \$16.80 from their page. So technically, what that plan is, it will cover, like, one physical visit a year, some vaccines, some cancer screenings, some STD screenings. It's only a preventative plan. Um, it won't cover any doctor visits if sick, hospital visits if injured, urgent care, emergency rooms. Um, but there is other plans that would cover that area. Okay. I probably- So like if Mm-hmm. ... well here, I'm sorry. I, I probably won't need to be cut out. I, I get all this, but, you know, um, I got, I got Medicare, you know, and I have- Oh, okay. ... Okay. I have a Cigna HMO insurance. I have insurance. Oh. Yeah. Gotcha. Yeah. Yeah, so these are just healthcare insurance. Okay. Um, that's why I said, like, earlier, 'cause I know sometimes people do call to opt out from getting auto-enrolled, because some agencies, like Search, do auto-enroll their members, and if you don't call to opt out, they do enroll you into that preventative plan, and they st- they do make the weekly deduction out of your paycheck for it. Um, so you're not interested then, or...? Well, not right now, though. Not right now. Okay. 'Cause I, I, I have things with priority. Oh, okay. Um, do you want me to go ahead and opt you out in that case? Is it like if I have a accident or something on the job or something like that? Would it... 'Cause it's not... Let's say, it wouldn't cover anything like this. If I have a accident or something, I'm good with it, um. So, they... One of the plans that they offer is group accident. And that one would be a dollar and 90 cents, 96 cents from your paycheck. Um, let me verify. So what that would cover... What, actually it's called short-term disability period is- Okay. ... 700 they wouldn't pay for, but the benefit... Mm-hmm. Kinda cutting up, going in and out, so... Can you hear me? Um, would you like me to go... Yes, now I can.

Would you like me to go over the plans with you? 'Cause there's different plans. Like, one of them is, um, short-term disability, which is active for employees working 20 hours or more per week. The, um, eliminated period is seven days, so the first seven days they wouldn't pay for, but the benefit period is 180 days. The benefit amount is \$650 per month. And for employee, it would be four dollars and 61 cents. They also have vision that you could include, dental, behavior health, term life, 24-hour group accident. Then that preventative plan that I just went over, that's the one that they auto-enroll you in. And then there's also two VI- they call them VIP plans, which are your hospital indemnity plans. Those are the ones that would cover doctor visits if sick, hospital visits, urgent care room, emergency room, and surgeries. And see, I have all that though, too, through my Cigna insurance. Oh, okay. Um, yeah, but that's why I was asking, do you want me to go ahead and opt you out? Because let's say you do start working with them, and you, for some reason forget to call us, they will auto-enroll you into their preventative plan. But it's your choice. I, I wanna holla up on it right now itself, just now. Okay, so- Just so I don't miss anything right now. Okay. So do you want me to go ahead and proceed and opt you out? Yes, ma'am. Okay. You mean, that I've, I'll have to join right now? Yes. So me, so me opting you out is, um, you declining the auto enroll for that preventative plan. Okay. Okay? And then if for some reason you do decide to, like, enroll into any of the plans, you have 30 days from the day that you receive your first check to give us a call and then enroll. But for now, I did opt you out from the auto enroll, so they won't enroll you into that preventative plan if you don't wish. Okay. All right. Did you have any more questions for me, though? No, that was, that was it though and stuff. So, you know, so but you said, like, if I, once I started with that, I have 30 days, in fact, if I wanna, if I wanna join the insurance, get the insurance. Mm-hmm. Yep. So the times that you're eligible to enroll is your personal open enrollment period, which they consider the first 30 days from the day that you receive your very first check, or when the company is in their company open enrollment period as a company. But for Surge, that was in August. Sorry, beg your pardon? You said Surge was in where now? It was in August, the month of August. Oh, it was in August. Okay. Yeah, but you would be within your company. It would... I'm sorry, but you would be within your personal open enrollment period, um, which it is the first 30 days from the day that you receive your very first check. But I did go ahead and opt you from getting auto enrolled into that preventative plan, just in case you didn't want that. Okay, what's the name of... I can write it down just in case I can... What's the name of this thing, if I want to get it later on or something, what's the name of it again? The preventative would be the NEC-Tela RAt, and that's only the preventative plan. So that would cover, like, one physical visit a year, some immunizations, some cancer screenings, some STD screenings, but it doesn't cover any doctor visits if sick, hospital visits if injured, urgent care, emergency rooms. Um, there would be other plans that do include that. All right, 'cause see, I have all that already though, you know, so. Mm-hmm. Yes, ma'am. So yeah, I don't- Okay. Yes, ma'am. Thanks for explaining to me, though. Okay. But I went ahead and did, um, did do the opt out for the auto-enroll, okay? Okay, then. And do I have- Did you have any new questions? Do I have to wait for them to call me, uh, or I have to wait til them get back with me? So, um, we're just the healthcare administrators. We don't work in Surge. Okay. Oh, they'll probably give me a call once they see my information and things, 'cause my niece just finished the application, you know. It was another application that was added, so she just finished that today, though. So they'll probably be giving me a call, you know, about the job, like, in my area and everything and stuff. So, you know... Yeah, 'cause,

um, like, regarding to the job and stuff, I wouldn't really be able to give you any information just because we just administrate their benefits. Okay. Um, and it's for multiple staffing agencies. Oh, okay, then. Yes, sir. Yes, sir. Yeah. But you're welcome to give us a call if you do decide to be- Uh-huh. ... um, enrolled into any benefits before your 30-day window is up. Okay, then. Okay, thank- Thank... I mean- You're welcome. I hope you have a great day. You too. Bye-bye now. Bye. Mm-hmm.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benefits in a Car. My name is Stephanie. How can I assist you?

Speaker speaker_2: Yes, ma'am. My name is Sir Franklin Turner, and, uh, uh, my niece was helping me doing the application, uh, online. Um, and there's a woman here and they told me to call something, I guess it's about the insurance, uh, about the medical insurance.

Speaker speaker_1: Okay. Um, what staff and agency do you work for?

Speaker speaker_2: Where I'm working, yes, I put in, my niece didn't do an application. It's called the, uh, uh, what is it? Let me see. It's the first-

Speaker speaker_1: Oh, okay.

Speaker speaker_2: ... the-

Speaker speaker_1: So it's for somebody else? Um, if it's for somebody else, I would have to speak to that particular person, um, for security purposes.

Speaker speaker_2: No, it's for me.

Speaker speaker_1: Oh, it's for you? Okay, I'm sorry. I don't know why I heard, um, I thought you said your niece.

Speaker speaker_2: No, no. I said my, my, my, my, my niece did, finished the application. The one for the-

Speaker speaker_1: Oh, that's fair.

Speaker speaker_2: She finished the application a while ago for me. I just got, I just got in from a, from a dentist. And it was-

Speaker speaker_1: So if-

Speaker speaker_2: ... ask, ask about insurance.

Speaker speaker_1: If you like, um, we can do the enrollment through the phone.

Speaker speaker_2: Okay. How much we- were they gonna pay? They gonna take out of my check? 'Cause I think she did a paper check. So I just want to know.

Speaker speaker_1: So i-... So we're the healthcare administrators for different agencies, and then different agencies have different prices. So I would have to get in your file to see, um, how much each plan is. Um, for that, I just need the name of the staff and agency that you applied with and then the last four of your Social.

Speaker speaker_2: Okay, let me look on here. Oh, shoot. Okay. 'Cause I know nothing ain't free though, 'cause I get Social Security though, you know? So I don't need-

Speaker speaker_1: Yeah, no. Yeah, these are weekly deductions for these plans.

Speaker speaker_2: Okay, let me, uh, let me find that. Uh, hold on. It's gonna be, uh, Surge Staffing.

Speaker speaker_1: Okay.

Speaker speaker_2: And-

Speaker speaker_1: And then what are the last four of your Social?

Speaker speaker_2: 0678.

Speaker speaker_1: And your first and last name?

Speaker speaker_2: Franklin Turner.

Speaker speaker_1: Okay.

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Did you just s-... Okay, so s- since you haven't started working with them yet, we still don't have your file. Um, so I'm gonna go ahead and create one. You said you're with Surge, but to do that, um, I would need your full Social, your full address, a-all that information.

Speaker speaker_2: Okay.

Speaker speaker_1: Okay. Um, what is your Social?

Speaker speaker_2: 467330678.

Speaker speaker_1: Okay. And then-

Speaker speaker_2: But, and then you-

Speaker speaker_1: ... you said it was Franklin-

Speaker speaker_2: But-

Speaker speaker_1: ... Turner.

Speaker speaker_2: Yes, ma'am. Would it be... I got a q- Would it be very much that they'll take out? 'Cause I know they could deduct something out of, you know, for medical.

Speaker speaker_1: So, there's different plans to choose from, different-

Speaker speaker_2: Okay.

Speaker speaker_1: ... medical plans. So it just depends on the one that you choose, as well as how many, and also if you choose dependents with those plans. So, it just all depends. But I could go over the plans, um, with you if you wish. I just have to create your file first.

Speaker speaker_2: Okay.

Speaker speaker_1: Um, what's your address?

Speaker speaker_2: 11209 Raleigh, R-A-L-L-I-E Crest, one word, C-R-E-S-T, Raleigh Crest Drive.

Speaker speaker_1: Okay.

Speaker speaker_2: Yes, ma'am. Raleigh Crest Drive. And I'm in, uh, Balch, B-A-L-C-H, Balch Spring, S-P-R-I-N-G, one word, Balch Spring, Texas. And you need the, uh, zip-

Speaker speaker_1: And then... Yeah.

Speaker speaker_2: What's that? Sorry.

Speaker speaker_1: Yeah, what's that zip code?

Speaker speaker_2: Oh, 75180. Apartment 120-

Speaker speaker_1: 751...

Speaker speaker_2: 75180.

Speaker speaker_1: ... eight. Mm-hmm. And then apartment...

Speaker speaker_2: 129.

Speaker speaker_1: Thank you. Okay, and that was 11209 Raleigh Crest Drive, Balch-

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: ... Spring, Texas, 7- You said 75180?

Speaker speaker_2: Correct.

Speaker speaker_1: Thank you. And then what is your date of birth?

Speaker speaker_2: June 5, 1959.

Speaker speaker_1: Okay, and then what's a good phone number? Is it the 214-242-7210?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Okay. And then, do you wanna provide an email address?

Speaker speaker_2: Um... Yes. I can- I don't have to give one. I can...

Speaker speaker_1: No, it's optional.

Speaker speaker_2: Um... No, I don't want one right now, okay.

Speaker speaker_1: Okay.

Speaker speaker_2: Well, they got a email from me one time, um, when Search sent me out on this, and they, they got in my email. Um.

Speaker speaker_1: So, so we're just the administrators. We don't work in Search.

Speaker speaker_2: Okay. Okay.

Speaker speaker_1: We just administrate them. Um, but if you wish, I can go ahead and start going over the plans that they offer.

Speaker speaker_2: Okay, then. 'Cause I'm not... Was there like-

Speaker speaker_1: See... Uh-huh.

Speaker speaker_2: ... is it like a temp, like a temp service or something I would be working for up under?

Speaker speaker_1: I'm sorry?

Speaker speaker_2: Is it like a temp service, service? It's like a temp service that I'd be working up under? Well, 'cause my niece gets the application from me, you know? She called they asked what kind of job I wanted and everything, you know, what I could do.

Speaker speaker_1: Mm-hmm. So these are healthcare, um, benefits.

Speaker speaker_2: Okay.

Speaker speaker_1: So depending... So if you get hired on with them, they will be doing weekly deductions for the plans that you select. Um, like I said, every plan, they offer like different medical ones, dental, vision. They all have their deductions to them. Depending on which ones you were to select, they would be doing weekly deductions out of your paycheck for you to have active coverage for those plans.

Speaker speaker_2: But then, like, it's something should happen to me or something, or while I'm working for them or something? Or just, just-

Speaker speaker_1: No, it's health- It's healthcare benefits.

Speaker speaker_2: I just need to go through, like-

Speaker speaker_1: But it's completely optional- But it's completely optional.

Speaker speaker_2: Go ahead.

Speaker speaker_1: Um.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: 'Cause, 'cause I know some people, they already either have, like, insurance already through somebody else, so they decline it. Or they just don't want weekly

deductions to be added their check, so they decline it, but some people do, um, select some plans. It's just, like, really, it's whatever y- you feel. Like, if you need, um, healthcare benefits, you could select some, but they do have their weekly deductions. Like, I know they do auto-enroll their members into a preventative plan. That's \$16.80 from their page. So technically, what that plan is, it will cover, like, one physical visit a year, some vaccines, some cancer screenings, some STD screenings. It's only a preventative plan. Um, it won't cover any doctor visits if sick, hospital visits if injured, urgent care, emergency rooms. Um, but there is other plans that would cover that area.

Speaker speaker_2: Okay. I probably-

Speaker speaker_1: So like if

Speaker speaker_2: Mm-hmm. ... well here, I'm sorry. I, I probably won't need to be cut out. I, I get all this, but, you know, um, I got, I got Medicare, you know, and I have-

Speaker speaker_1: Oh, okay.

Speaker speaker_2: ... Okay. I have a Cigna HMO insurance. I have insurance.

Speaker speaker_1: Oh.

Speaker speaker_2: Yeah.

Speaker speaker_1: Gotcha.

Speaker speaker_2: Yeah.

Speaker speaker_1: Yeah, so these are just healthcare insurance.

Speaker speaker_2: Okay.

Speaker speaker_1: Um, that's why I said, like, earlier, 'cause I know sometimes people do call to opt out from getting auto-enrolled, because some agencies, like Search, do auto-enroll their members, and if you don't call to opt out, they do enroll you into that preventative plan, and they st- they do make the weekly deduction out of your paycheck for it. Um, so you're not interested then, or...?

Speaker speaker_2: Well, not right now, though. Not right now.

Speaker speaker_1: Okay.

Speaker speaker_2: 'Cause I, I, I have things with priority.

Speaker speaker_1: Oh, okay. Um, do you want me to go ahead and opt you out in that case?

Speaker speaker_2: Is it like if I have an accident or something on the job or something like that? Would it... 'Cause it's not... Let's say, it wouldn't cover anything like this. If I have an accident or something, I'm good with it, um.

Speaker speaker_1: So, they... One of the plans that they offer is group accident. And that one would be a dollar and 90 cents, 96 cents from your paycheck. Um, let me verify. So what that would cover... What, actually it's called short-term disability period is-

Speaker speaker_2: Okay.

Speaker speaker_1: ... 700 they wouldn't pay for, but the benefit... Mm-hmm.

Speaker speaker_2: Kinda cutting up, going in and out, so... Can you hear me?

Speaker speaker_1: Um, would you like me to go... Yes, now I can. Would you like me to go over the plans with you? 'Cause there's different plans. Like, one of them is, um, short-term disability, which is active for employees working 20 hours or more per week. The, um, eliminated period is seven days, so the first seven days they wouldn't pay for, but the benefit period is 180 days. The benefit amount is \$650 per month. And for employee, it would be four dollars and 61 cents. They also have vision that you could include, dental, behavior health, term life, 24-hour group accident. Then that preventative plan that I just went over, that's the one that they auto-enroll you in. And then there's also two VI- they call them VIP plans, which are your hospital indemnity plans. Those are the ones that would cover doctor visits if sick, hospital visits, urgent care room, emergency room, and surgeries.

Speaker speaker_2: And see, I have all that though, too, through my Cigna insurance.

Speaker speaker_1: Oh, okay. Um, yeah, but that's why I was asking, do you want me to go ahead and opt you out? Because let's say you do start working with them, and you, for some reason forget to call us, they will auto-enroll you into their preventative plan. But it's your choice.

Speaker speaker_2: I, I wanna holla up on it right now itself, just now.

Speaker speaker_1: Okay, so-

Speaker speaker_2: Just so I don't miss anything right now.

Speaker speaker_1: Okay. So do you want me to go ahead and proceed and opt you out?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Okay.

Speaker speaker_2: You mean, that I've, I'll have to join right now?

Speaker speaker_1: Yes. So me, so me opting you out is, um, you declining the auto enroll for that preventative plan.

Speaker speaker_2: Okay.

Speaker speaker_1: Okay? And then if for some reason you do decide to, like, enroll into any of the plans, you have 30 days from the day that you receive your first check to give us a call and then enroll. But for now, I did opt you out from the auto enroll, so they won't enroll you into that preventative plan if you don't wish.

Speaker speaker_2: Okay.

Speaker speaker_1: All right. Did you have any more questions for me, though?

Speaker speaker_2: No, that was, that was it though and stuff. So, you know, so but you said, like, if I, once I started with that, I have 30 days, in fact, if I wanna, if I wanna join the insurance, get the insurance.

Speaker speaker_1: Mm-hmm. Yep. So the times that you're eligible to enroll is your personal open enrollment period, which they consider the first 30 days from the day that you receive your very first check, or when the company is in their company open enrollment period as a company. But for Surge, that was in August.

Speaker speaker_2: Sorry, beg your pardon? You said Surge was in where now?

Speaker speaker_1: It was in August, the month of August.

Speaker speaker_2: Oh, it was in August. Okay.

Speaker speaker_1: Yeah, but you would be within your company. It would... I'm sorry, but you would be within your personal open enrollment period, um, which it is the first 30 days from the day that you receive your very first check. But I did go ahead and opt you from getting auto enrolled into that preventative plan, just in case you didn't want that.

Speaker speaker_2: Okay, what's the name of... I can write it down just in case I can... What's the name of this thing, if I want to get it later on or something, what's the name of it again?

Speaker speaker_1: The preventative would be the NEC-Tela RAt, and that's only the preventative plan. So that would cover, like, one physical visit a year, some immunizations, some cancer screenings, some STD screenings, but it doesn't cover any doctor visits if sick, hospital visits if injured, urgent care, emergency rooms. Um, there would be other plans that do include that.

Speaker speaker_2: All right, 'cause see, I have all that already though, you know, so.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: Yes, ma'am. So yeah, I don't-

Speaker speaker_1: Okay.

Speaker speaker_2: Yes, ma'am. Thanks for explaining to me, though.

Speaker speaker_1: Okay. But I went ahead and did, um, did do the opt out for the auto-enroll, okay?

Speaker speaker_2: Okay, then. And do I have-

Speaker speaker_1: Did you have any new questions?

Speaker speaker_2: Do I have to wait for them to call me, uh, or I have to wait til they get back with me?

Speaker speaker_1: So, um, we're just the healthcare administrators. We don't work in Surge.

Speaker speaker_2: Okay. Oh, they'll probably give me a call once they see my information and things, 'cause my niece just finished the application, you know. It was another application

that was added, so she just finished that today, though. So they'll probably be giving me a call, you know, about the job, like, in my area and everything and stuff. So, you know...

Speaker speaker_1: Yeah, 'cause, um, like, regarding to the job and stuff, I wouldn't really be able to give you any information just because we just administrate their benefits.

Speaker speaker_2: Okay.

Speaker speaker_1: Um, and it's for multiple staffing agencies.

Speaker speaker_2: Oh, okay, then.

Speaker speaker_1: Yes, sir. Yes, sir. Yeah. But you're welcome to give us a call if you do decide to be-

Speaker speaker_2: Uh-huh.

Speaker speaker_1: ... um, enrolled into any benefits before your 30-day window is up.

Speaker speaker_2: Okay, then. Okay, thank- Thank... I mean-

Speaker speaker_1: You're welcome. I hope you have a great day.

Speaker speaker_2: You too. Bye-bye now.

Speaker speaker_1: Bye.

Speaker speaker_2: Mm-hmm.