

Transcript: Estefania

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Good afternoon, I'm calling from Benefits Center Card on behalf of Wagner Service Solutions. I'm looking to speak to Mr. Jordan Scott. Yes, ma'am. Um, I'm calling because we're currently processing enrollment forms and you selected some plans like dental, life, um, but you also selected not to participate in any coverage. So I was just calling to verify if you indeed wanted to be enrolled into those plans and have those weekly deductions or if you wanted to decline the coverage? Yes. I want to apply for it. Okay. Um, did you still wanna do dental for \$3.38 for employee only and then the life plan for a \$1.96? Yes, ma'am. Okay. Um, are those the only plans you wanted to enroll in, the ones that you selected or did you want- Yeah. ... additional ones? Okay. All right. Yeah. Please allow one or two weeks for your employer to start making those deductions. Once you see the first deduction of \$5.34 from your paycheck, the following Monday is when your plan becomes active. And then that first week of your activation week, either that Thursday or Friday, you should be receiving your dental card. Okay? All right. Okay. Um, I don't know if you have any more questions for me. No, ma'am. I don't have any more questions. Thank you for your time. I hope you have a great day. All right. You too. Thank you. Recording on.

Conversation Format

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

Speaker speaker_1: Good afternoon, I'm calling from Benefits Center Card on behalf of Wagner Service Solutions. I'm looking to speak to Mr. Jordan Scott.

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Um, I'm calling because we're currently processing enrollment forms and you selected some plans like dental, life, um, but you also selected not to participate in any coverage. So I was just calling to verify if you indeed wanted to be enrolled into those plans and have those weekly deductions or if you wanted to decline the coverage?

Speaker speaker_2: Yes. I want to apply for it.

Speaker speaker_1: Okay. Um, did you still wanna do dental for \$3.38 for employee only and then the life plan for a \$1.96?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Okay. Um, are those the only plans you wanted to enroll in, the ones that you selected or did you want-

Speaker speaker_2: Yeah.

Speaker speaker_1: ... additional ones? Okay. All right.

Speaker speaker_2: Yeah.

Speaker speaker_1: Please allow one or two weeks for your employer to start making those deductions. Once you see the first deduction of \$5.34 from your paycheck, the following Monday is when your plan becomes active. And then that first week of your activation week, either that Thursday or Friday, you should be receiving your dental card. Okay?

Speaker speaker_2: All right.

Speaker speaker_1: Okay. Um, I don't know if you have any more questions for me.

Speaker speaker_2: No, ma'am. I don't have any more questions.

Speaker speaker_1: Thank you for your time. I hope you have a great day.

Speaker speaker_2: All right. You too.

Speaker speaker_1: Thank you.

Speaker speaker_3: Recording on.