

## **Transcript: Estefania**

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### **Full Transcript**

Your call- Hello. ... may be monitored or recorded for quality assurance purposes. Good afternoon. I'm calling from Benefits and a Card on behalf of the Hamilton Record Group. I'm looking to speak to Shane McCoy? Yes, he's right here. Um, hey, good afternoon. H- We're currently processing- Hi. Hey, good afternoon. We're currently processing enrollment forms, and you selected some plans that can't be combined, so I was actually calling for verification. Um, you selected two VIP plans, which are your hospital indemnity plans, the standard and the classic. Those can't be combined. Right. I don't know if you want me to go over the difference between those two. The difference would just be a couple cents a week, right? Yeah, so the dollar amount that it covers depending on what service you go for, um, is m- the main difference. Uh, so, for the standard, the VIP standard, it doesn't include benefits of intensive care, rehabilitation, or any preventive surgery, while the VIP c- classic does cover it, those areas. Well, yeah, I'd like to take the classic. Okay. Um, so for the VIP classic, that's a weekly deduction of \$18.57. That's fine. Okay, and then did you still wanna keep the other plans that you selected? You selected- Mm-hmm. ... dental, short-term, term life- Yes, ma'am. ... vision. Okay. And then, um, for your beneficiary, you put your wife down, correct? Yes. Okay, so please allow one or two weeks for your employer to start making that deduction. Whenever you see the first deduction of \$50.03 come out of your paycheck, the following Monday is when your coverage becomes active. And then that first week of your activation week, either that Thursday or Friday, you get your dental and vision card. And for your VIP c- standard, I'm sorry, for your VIP classic card, normally they don't send those out to, to your, um, address, but you're welcome to give us a call the Monday of your activation week, and we can put in a request for a visit then. Okay, that'll work. All right, thank you. Have a nice day. You too. Bye-bye.

### **Conversation Format**

Speaker speaker\_0: Your call-

Speaker speaker\_1: Hello.

Speaker speaker\_0: ... may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Good afternoon. I'm calling from Benefits and a Card on behalf of the Hamilton Record Group. I'm looking to speak to Shane McCoy?

Speaker speaker\_2: Yes, he's right here.

Speaker speaker\_1: Um, hey, good afternoon.

Speaker speaker\_3: H-

Speaker speaker\_1: We're currently processing-

Speaker speaker\_3: Hi.

Speaker speaker\_1: Hey, good afternoon. We're currently processing enrollment forms, and you selected some plans that can't be combined, so I was actually calling for verification. Um, you selected two VIP plans, which are your hospital indemnity plans, the standard and the classic. Those can't be combined.

Speaker speaker\_3: Right.

Speaker speaker\_1: I don't know if you want me to go over the difference between those two.

Speaker speaker\_3: The difference would just be a couple cents a week, right?

Speaker speaker\_1: Yeah, so the dollar amount that it covers depending on what service you go for, um, is m- the main difference. Uh, so, for the standard, the VIP standard, it doesn't include benefits of intensive care, rehabilitation, or any preventive surgery, while the VIP c-classic does cover it, those areas.

Speaker speaker\_3: Well, yeah, I'd like to take the classic.

Speaker speaker\_1: Okay. Um, so for the VIP classic, that's a weekly deduction of \$18.57.

Speaker speaker\_3: That's fine.

Speaker speaker\_1: Okay, and then did you still wanna keep the other plans that you selected? You selected-

Speaker speaker\_3: Mm-hmm.

Speaker speaker\_1: ... dental, short-term, term life-

Speaker speaker\_3: Yes, ma'am.

Speaker speaker\_1: ... vision. Okay. And then, um, for your beneficiary, you put your wife down, correct?

Speaker speaker\_3: Yes.

Speaker speaker\_1: Okay, so please allow one or two weeks for your employer to start making that deduction. Whenever you see the first deduction of \$50.03 come out of your paycheck, the following Monday is when your coverage becomes active. And then that first week of your activation week, either that Thursday or Friday, you get your dental and vision card. And for your VIP c- standard, I'm sorry, for your VIP classic card, normally they don't send those out to, to your, um, address, but you're welcome to give us a call the Monday of your activation week, and we can put in a request for a visit then.

Speaker speaker\_3: Okay, that'll work.

Speaker speaker\_1: All right, thank you. Have a nice day.

Speaker speaker\_3: You too. Bye-bye.