

## **Transcript: Estefania**

**Acevedo-5922353158504448-6213303168614400**

### **Full Transcript**

Hello? Your call may be monitored or recorded for quality assurance purposes. Hey, good afternoon. I'm calling from Benefits in a Card in behalf of Tara Services. I'm looking to speak with Ms. Cheryl Ann? This is Cheryl. Um, I just got off the phone with you. I was looking at your account and I was gonna tell you that, um, since you enrolled with your company open enrollment period, you do have an effective date for that coverage for December 23rd. Um, you said something about deductions. I was looking and I was gonna notify you that it looks like they still haven't done a deduction. Well, it came out on my pay stub. What's- what does it say? It's showing up on my pay stub. Okay. Mm-hmm. Um, so since we made those changes, I still have to read you those disclaimers that you do may experience one or two deductions due to the process of the cancellation, since it takes seven to ten days. Mm-hmm. But, um, I was calling back to notify you that for your other... Dental and then your preventative, it does have an effective date. Okay, what's the effective date? Of 12/23. Okay. Which would be the 23rd of December. So not next Monday, but the Monday after. And so I'll get the, the insurance cards then? Yes, ma'am. Sometime between now and then? So by... Probably by the 26th or the 27th, by that Thursday or Friday, you should be getting two cards, your dental being one and then your MEC. What's it called, MEC? Yeah, MEC Tele-RF. Okay. All right, thank you. All right. Thank you. Have a nice day. Okay. Bye.

### **Conversation Format**

Speaker speaker\_0: Hello?

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

Speaker speaker\_2: Hey, good afternoon. I'm calling from Benefits in a Card in behalf of Tara Services. I'm looking to speak with Ms. Cheryl Ann?

Speaker speaker\_0: This is Cheryl.

Speaker speaker\_2: Um, I just got off the phone with you. I was looking at your account and I was gonna tell you that, um, since you enrolled with your company open enrollment period, you do have an effective date for that coverage for December 23rd. Um, you said something about deductions. I was looking and I was gonna notify you that it looks like they still haven't done a deduction.

Speaker speaker\_0: Well, it came out on my pay stub.

Speaker speaker\_2: What's- what does it say?

Speaker speaker\_0: It's showing up on my pay stub.

Speaker speaker\_2: Okay.

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_2: Um, so since we made those changes, I still have to read you those disclaimers that you do may experience one or two deductions due to the process of the cancellation, since it takes seven to ten days.

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_2: But, um, I was calling back to notify you that for your other... Dental and then your preventative, it does have an effective date.

Speaker speaker\_0: Okay, what's the effective date?

Speaker speaker\_2: Of 12/23.

Speaker speaker\_0: Okay.

Speaker speaker\_2: Which would be the 23rd of December. So not next Monday, but the Monday after.

Speaker speaker\_0: And so I'll get the, the insurance cards then?

Speaker speaker\_2: Yes, ma'am.

Speaker speaker\_0: Sometime between now and then?

Speaker speaker\_2: So by... Probably by the 26th or the 27th, by that Thursday or Friday, you should be getting two cards, your dental being one and then your MEC.

Speaker speaker\_0: What's it called, MEC?

Speaker speaker\_2: Yeah, MEC Tele-RF.

Speaker speaker\_0: Okay. All right, thank you.

Speaker speaker\_2: All right. Thank you. Have a nice day.

Speaker speaker\_0: Okay. Bye.