

## **Transcript: Estefania**

**Acevedo-6557445647024128-6642498951495680**

### **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 TRC. I'm currently looking to speak with Mr. Alonzo Lewis. This is him. Um, I'm calling because we're pr- processing an enrollment form that you filled out on March 5th of this year, um, for some healthcare benefits that TRC staffing has to offer. You actually selected to decline the coverage, but you also selected, like, two plans. Um, so I was actually wondering if you wanted to enroll or if you were actually trying to ... Um, so for the dental, I actually wanted to enroll for that. Okay. Um, for the dental plan, did you still wanna do employee only? That's \$3.51 weekly from your paycheck. And then you also selected the free RX. Did you still want that? That's that membership for, um- Oh, no. No, just the dental. Okay. All right, um, so that looks like for dental it's gonna be \$3.51 weekly. Did you have any questions regarding the dental plan? No. No? Okay, so please allow one or two weeks for your staffing agency to start making that first deduction of \$3.51. Once you see the very first deduction of the 3.51 come out of your paycheck, the following Monday of that very first deduction of \$3.51 is when the plan becomes active. And then by that Thursday or Friday of your first week with activation, you should be getting your card mailed out to you. If you have a dentist appointment for some reason that first week of activation and you still don't have your card, you're welcome to contact this number and we can email it to you as well. Okay. Okay? So now you really just have to keep an eye out, and then once you see the first deduction of the 3.51, the following Monday's when that plan becomes active. Okay? All right. All right. Well, I hope you have a great day. Thank you for your time. Thank you. My application process worked out right now. And they were...

### **Conversation Format**

Speaker speaker\_0: Hello.

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

Speaker speaker\_0: Hey, good afternoon. I'm calling from Benefits in a Card in behalf of TRC. I'm currently looking to speak with Mr. Alonzo Lewis.

Speaker speaker\_2: This is him.

Speaker speaker\_0: Um, I'm calling because we're pr- processing an enrollment form that you filled out on March 5th of this year, um, for some healthcare benefits that TRC staffing has to offer. You actually selected to decline the coverage, but you also selected, like, two plans.

Um, so I was actually wondering if you wanted to enroll or if you were actually trying to ...

Speaker speaker\_2: Um, so for the dental, I actually wanted to enroll for that.

Speaker speaker\_0: Okay. Um, for the dental plan, did you still wanna do employee only? That's \$3.51 weekly from your paycheck. And then you also selected the free RX. Did you still want that? That's that membership for, um-

Speaker speaker\_2: Oh, no. No, just the dental.

Speaker speaker\_0: Okay. All right, um, so that looks like for dental it's gonna be \$3.51 weekly. Did you have any questions regarding the dental plan?

Speaker speaker\_2: No.

Speaker speaker\_0: No? Okay, so please allow one or two weeks for your staffing agency to start making that first deduction of \$3.51. Once you see the very first deduction of the 3.51 come out of your paycheck, the following Monday of that very first deduction of \$3.51 is when the plan becomes active. And then by that Thursday or Friday of your first week with activation, you should be getting your card mailed out to you. If you have a dentist appointment for some reason that first week of activation and you still don't have your card, you're welcome to contact this number and we can email it to you as well.

Speaker speaker\_2: Okay.

Speaker speaker\_0: Okay? So now you really just have to keep an eye out, and then once you see the first deduction of the 3.51, the following Monday's when that plan becomes active. Okay?

Speaker speaker\_2: All right.

Speaker speaker\_0: All right. Well, I hope you have a great day. Thank you for your time.

Speaker speaker\_2: Thank you. My application process worked out right now. And they were...