

Transcript: Malcolm

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thanks for calling Benefits in the Car. This is Malcolm. How can I help you? Um, good morning. My name is Armando Pierre. I am working for Crown Staffing and then I received a message from staffing right now and then they told, they told, they gave me this number to call. They, they were talking about a benefit. You want to decline the coverage or you want to get enrolled into it? I'm sorry? Well, you want to decline the in-, the health insurance or you wanting to get enrolled into it? That, I don't have idea about, um, the benefit that we have, but I just received the message and I call you. Yeah, so the, so call is, if you want to get enrolled into the health insurance or if you want to decline the insurance. Oh. Oh, you said I have insurance? Oh, okay, I need it. It's health, it's health ins- It's health insurance offered through Crown. Oh, uh, okay. I need it. All right. What's the last four of your social? Um, 7366. First name? Um, Armando. A-L-E... A-... A-L-E-M-E-A-N-D-O. Pierre. P-I-E-R-R-E. Last name? Pierre. P-I-E-R-R-E. For security purposes, can you verify your address and date of birth for me? Um, October 6, '93. That's my birthday. Uh, 9408 San Miguel Drive, Apartment E. That, uh, um, that's the address. And the city, state, ZIP code? Uh, 46250. And the city and state? I'm sorry? Um, Indianapolis, Indiana. Thank you. I see we have the phone number 561-679-9256. Yes, man. And the email is ed@- Um, how do I qu- Huh? PierreArmando25@gmail.com? Yes, sir. Hey, I got a question for you. Okay, how can I help you? Um, by example, I am, I am married. Right? Um- So you want to know if you can get your wife enrolled too? Yeah. Yes, you can. Oh, okay. Okay, should be good. And what type of plans were you wanting to get enrolled into? I'm sorry? What type of coverage were you wanting to get enrolled into? What kind of coverage do you have? So they offer you medical, free Rx, dental, short-term disability, life insurance, vision, critical illness- Oh, I did a be-... um, for medical. Right. For medical, they offer you two different plans. They offer you the VIP Standard and the VIP Classic. The standard will be \$32.55 and the classic will be \$36.79. They both cover doctors, hospitals and prescriptions. Only difference between the two is with the Classic, it offers you and pays more than the standard. Hello? Yes, sir. Did you not hear me? Um, I didn't hear. I'm sorry. I said they offer you two different plans for medical. They offer you the VIP Standard and the VIP Classic. They both cover doctors, hospitals and prescriptions. The only difference between the two is with the Classic, it offers more and pays more than the standard. The standard will be \$32.55 and the Classic will be \$36.79. Um, \$32 something, like, it's monthly or weekly? It's weekly. Weekly. Oh, okay. Yeah, you can give me this one. Hey, what is the difference though? So which one are you- What's the difference? The... Oh, I'm so- So the standard... They both cover doctors, hospitals and prescriptions. The only difference is the Classic covers more than the standard. Oh. Okay. You can give me the, the one of 36.50. Right. And what else were you... So that doesn't include dental or vision or anything else.

That's the only differ- Which, which one is... Okay, you can give me an idea. Like, whi- which one is better then? I wouldn't be able to make any suggestions, sir, unfortunately. Okay. You can choose it for me. Okay, so with the... What else were you interested in? That doesn't include dental or meda- uh, vision. Did you want to get enrolled in a dental and vision as well? Yeah. Right, so the dental for you and your wife would be \$6.79 and the vision will be \$4.35. Like, um, we can go only on visual or dental, that's it? Who do you mean? No, if we got a... Um, back before, we got, uh, the coverage and then with the coverage, we, we can only go to the hospital for, for den- for den- dental hospital or visual hospital? No, those are add-ons, sir. Those aren't included in the medical. Medical is separate from that. Hello? I, you, you know what I- The medical is separate. It's separate? Yes, sir. We, we, we prefer want to go to the medical. The medical is separate, sir. The dental and vision are separate from the medical. Oh, okay, okay, okay. And which one, which one you, you explain me right now? It's for medical or for, for dental? The first one I explained was for medical, sir. There's only two, there's two medical plans, the standard and the classic. You got the classic one. That does not include dental or vision. Okay. Dental and vision are add-ons.... on top of the medical. Okay, you can give me for- one for the medical. Okay, I got you. D- do you want the dental and vision as well, or you didn't want dental and vision? Um, what are the, um, the vision? Say that again. You said, um, you're going to give one of- one of the vision? I'm asking you, sir, if you wanted the vision and dental added to your plan? Yes, you can add it, please. All right. What else were you interested in? Hello? Yes, sir. What else were you interested in? Uh- Hello? I- I'm there. Was there anything else that you were interested in? Well, you know, like, I- I- I don't- I don't really know- I don't really know exactly how this working or what- what- what- which one is better. You know, that's why I'm- I- I just get confused to- to choose one of those. Just because like- What did you say, sir? No, I told you like, I got difficult like to choose because I don't really know exactly which one is better, you know? And you can help me to choose one of those, because should be better for me. You see my point? Say that- say that one more time, sir. Okay. Um, my- my- my problem like, you know, I'm a Haitian, and then for the first time I'm trying to get a- a coverage, and then we just need a- we- we just need a medical coverage. She needs to go to the hospital, you know? And then, you- I- I don't have a lot of idea about of the coverage. That's why I got difficult like to choose. Oh, no, you're fine. I understand, sir. Um, with the medical plan, you got the highest medical plan they have to offer. Okay. And you can- you can help me to choose one of those? No, I can't- I can't give you any suggestions. I can only give you- Okay. ... information about the coverage plans. Okay. Please, give me the information. So, ad- again- again, so with the Standard and the Classic, they both cover doctors, hospitals and prescriptions. The Cla- the Classic is the highest version of that plan that you will take. Okay. fNow, which- which one is better? Sir, I wouldn't be able to tell you- I wouldn't be able to make a suggestion, sir. I wouldn't be able to say this one or that one is better. Oh, okay, okay. I gotcha. But you have the highest plan that they have to offer. Okay. And I'm going to choose like one of, um, the first one you said, the 30- 33-something. So, you don't want the Classic, you want the Standard? Yeah, I want the Classic. You do or you don't? Yes, I- I need it. Okay. So right now you have the- the VIP Classic, the dental and the vision plan. Right now it would be \$47.93 that's taken out weekly. Was there anything else that you wanted to get enrolled into? The n- ni- can you say that again, please? It'll be \$47.93 that we deduct it weekly. Weekly? Yes, sir. For your medical, your dental and your vision. For you and your- and your wife. Oh, okay, okay, okay. No

problem. All right. Was there anything else that you wanted to get enrolled into? No, that's it. Right. So they do offer you- It's gonna be- it's gonna be almost- almost \$50 weekly? Yes, sir. It'd be \$47.93. Okay, okay. Yeah, it's not gonna be a problem. So they do offer you a plan, 'cause you're- so the medical plan that you have does not come with preventative coverage. That's strictly doctors, hospitals and prescriptions. They do offer you a plan that comes with, uh, preventative service. It's another- it'd be another \$18.68. But it gives you access to preventative services by wellness checks, physicals, vaccinations, cancer screenings, Pap smears and mammograms for women, any preventative care services, which also gives you access to free RX, who gives you access to over 800 acute and chronic medications. Oh, okay. And you're allowed to have that plus the VIP Classic Plan. The VIP Classic Plan does not include- All right, then I- I'm cool- I'm cool with the Classic Plan. ... preventive care. Okay, just so you know, the Classic does not include the preventative care. Yeah. Okay. So do you just want the dental, the VIP Standard and the vision? And then like with the- with- with the- with the Classic Plan, I can go to the dental and the vision, right? No, dental and vision are separate plans that were added on, but you do have dental and vision. No, no, no. Oh. H- hold on. Let me just- let- let me- let me know exactly. The first plan you was talking about, it was 33 something, right? Yes. That does not include- that does not include dental or vision. That is strictly medical. Okay. After you- after you- after you add the dental- after you add the dental, it- it will- it go up to \$47, right? Yeah, adding the dental and the vision. Adding dental and vision made it go up to \$47.93. If you didn't have the medical- if you didn't have the dental or the vision, it would be \$36.79. Um, okay. And then I need it with the dental and the vision? Yes. So when I add the dental and vision, your total goes to \$47.93. Okay. I'm- I'm cool with that. Okay, so that's all you want to get enrolled into? Yes, sir. All right, so do you authorize your employer to make these deductions? No, I'm cool with it, with the... with that one. Yeah. All right, so I do need your wife's first name, last name, social security and date of birth. Okay, um, first name is Neika. N-E... E as in elephant, K as in, um... K word? Mm-hmm. Uh, A as in apple. So it's N-E-K-A? N... N-E-I, sorry. N-E-I, as in iPhone. N-E-I-K-A? Yes. All right, and last name? Um, after we get married, she changed her name. Now, she's Pierre. We can use Pierre. P-I-E-R-R-E. Social Security? One second. And it's 875- Mm-hmm. ... 60... 68, 68, 75. So you said 875- That's the last... 875- Go ahead. ... 686875. Let me confirm it. And her date of birth? Um, January... January 1st, um- What are you saying, 1st? January 1st, uh, 2003. You're saying January 1st, 2003? Yes. All right. And you say you need to confirm the social? I'm sorry? All right, well, is there anything else that I can help you with today, Mr. Pierre? No, I'm just gonna ca... I'm just gonna, um, make sure with the social... social security. Okay, so the enrollment process does take one to two weeks. Once you see that first- I'm sorry? That the enrollment process does take one to two weeks. Once you see that first deduction from your paycheck and we see it in our system, that following Monday is when your coverage will become active, and your ID cards are sent one to two weeks from that activation date. Hello? One second, sir. Please be patient. I'm just looking for... I'm just looking for, uh, um, business securities just to make sure. I understand. Yeah, I just want to give you the correct one. Okay, um, it's 875-68-6875. That's correct? Yes, sir. Okay, okay, that's it. Well, was there anything else I could help you with today, Mr. Pierre? No, that... I'm cool. All right, there's nothing else. Thanks for calling Benefits in the Car- Nothing else. I hope you... I hope you have a great rest of your day, man. Thank you, sir. Do you have idea when... Do you have idea when I'm gonna receive, um, the card, the medical card? So it takes one to two weeks for the enrollment

process. Once we see that first deduction from your paycheck and we see it in our system, that following Monday is when your coverage will become active, and your ID cards are sent one to two weeks- ... from that activation date. If you wanted a physical copy of your medical card, you have to call and request it once the coverage becomes active. Otherwise, it's only sent via email. Okay, thank you. No problem. Well, is there anything else I can help you with today, Mr. Pierre? No, that's good. Thank you. No problem. Thanks for calling Benefits in the Car. I hope you have a great rest of your day. Yeah, you too. Thank you.

Conversation Format

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

Speaker speaker_1: Thanks for calling Benefits in the Car. This is Malcolm. How can I help you?

Speaker speaker_2: Um, good morning. My name is Armando Pierre. I am working for Crown Staffing and then I received a message from staffing right now and then they told, they told, they gave me this number to call. They, they were talking about a benefit.

Speaker speaker_1: You want to decline the coverage or you want to get enrolled into it?

Speaker speaker_2: I'm sorry?

Speaker speaker_1: Well, you want to decline the in-, the health insurance or you wanting to get enrolled into it?

Speaker speaker_2: That, I don't have idea about, um, the benefit that we have, but I just received the message and I call you.

Speaker speaker_1: Yeah, so the, so call is, if you want to get enrolled into the health insurance or if you want to decline the insurance.

Speaker speaker_2: Oh. Oh, you said I have insurance? Oh, okay, I need it.

Speaker speaker_1: It's health, it's health ins- It's health insurance offered through Crown.

Speaker speaker_2: Oh, uh, okay. I need it.

Speaker speaker_1: All right. What's the last four of your social?

Speaker speaker_2: Um, 7366.

Speaker speaker_1: First name?

Speaker speaker_2: Um, Armando. A-L-E... A-... A-L-E-M-E-A-N-D-O. Pierre. P-I-E-R-R-E.

Speaker speaker_1: Last name?

Speaker speaker_2: Pierre. P-I-E-R-R-E.

Speaker speaker_1: For security purposes, can you verify your address and date of birth for me?

Speaker speaker_2: Um, October 6, '93. That's my birthday. Uh, 9408 San Miguel Drive, Apartment E. That, uh, um, that's the address.

Speaker speaker_1: And the city, state, ZIP code?

Speaker speaker_2: Uh, 46250.

Speaker speaker_1: And the city and state?

Speaker speaker_2: I'm sorry? Um, Indinopolis, Indiana.

Speaker speaker_1: Thank you. I see we have the phone number 561-679-9256.

Speaker speaker_2: Yes, man.

Speaker speaker_1: And the email is ed@-

Speaker speaker_2: Um, how do I qu-

Speaker speaker_1: Huh?

Speaker speaker_2: PierreArmando25@gmail.com?

Speaker speaker_1: Yes, sir.

Speaker speaker_2: Hey, I got a question for you.

Speaker speaker_1: Okay, how can I help you?

Speaker speaker_2: Um, by example, I am, I am married. Right? Um-

Speaker speaker_1: So you want to know if you can get your wife enrolled too?

Speaker speaker_2: Yeah.

Speaker speaker_1: Yes, you can.

Speaker speaker_2: Oh, okay. Okay, should be good.

Speaker speaker_1: And what type of plans were you wanting to get enrolled into?

Speaker speaker_2: I'm sorry?

Speaker speaker_1: What type of coverage were you wanting to get enrolled into?

Speaker speaker_2: What kind of coverage do you have?

Speaker speaker_1: So they offer you medical, free Rx, dental, short-term disability, life insurance, vision, critical illness-

Speaker speaker_2: Oh, I did a be-... um, for medical.

Speaker speaker_1: Right. For medical, they offer you two different plans. They offer you the VIP Standard and the VIP Classic. The standard will be \$32.55 and the classic will be \$36.79. They both cover doctors, hospitals and prescriptions. Only difference between the two is with the Classic, it offers you and pays more than the standard.

Speaker speaker_2: Hello?

Speaker speaker_1: Yes, sir. Did you not hear me?

Speaker speaker_2: Um, I didn't hear. I'm sorry.

Speaker speaker_1: I said they offer you two different plans for medical. They offer you the VIP Standard and the VIP Classic. They both cover doctors, hospitals and prescriptions. The only difference between the two is with the Classic, it offers more and pays more than the standard. The standard will be \$32.55 and the Classic will be \$36.79.

Speaker speaker_2: Um, \$32 something, like, it's monthly or weekly?

Speaker speaker_1: It's weekly. Weekly.

Speaker speaker_2: Oh, okay. Yeah, you can give me this one. Hey, what is the difference though?

Speaker speaker_1: So which one are you-

Speaker speaker_2: What's the difference?

Speaker speaker_1: The... Oh, I'm so- So the standard... They both cover doctors, hospitals and prescriptions. The only difference is the Classic covers more than the standard.

Speaker speaker_2: Oh. Okay. You can give me the, the one of 36.50.

Speaker speaker_1: Right. And what else were you... So that doesn't include dental or vision or anything else. That's the only differ-

Speaker speaker_2: Which, which one is... Okay, you can give me an idea. Like, whi- which one is better then?

Speaker speaker_1: I wouldn't be able to make any suggestions, sir, unfortunately.

Speaker speaker_2: Okay. You can choose it for me.

Speaker speaker_1: Okay, so with the... What else were you interested in? That doesn't include dental or meda- uh, vision. Did you want to get enrolled in a dental and vision as well?

Speaker speaker_2: Yeah.

Speaker speaker_1: Right, so the dental for you and your wife would be \$6.79 and the vision will be \$4.35.

Speaker speaker_2: Like, um, we can go only on visual or dental, that's it?

Speaker speaker_1: Who do you mean?

Speaker speaker_2: No, if we got a... Um, back before, we got, uh, the coverage and then with the coverage, we, we can only go to the hospital for, for den- for den- dental hospital or visual hospital?

Speaker speaker_1: No, those are add-ons, sir. Those aren't included in the medical. Medical is separate from that. Hello?

Speaker speaker_2: I, you, you know what I-

Speaker speaker_1: The medical is separate.

Speaker speaker_2: It's separate?

Speaker speaker_1: Yes, sir.

Speaker speaker_2: We, we, we prefer want to go to the medical.

Speaker speaker_1: The medical is separate, sir. The dental and vision are separate from the medical.

Speaker speaker_2: Oh, okay, okay, okay. And which one, which one you, you explain me right now? It's for medical or for, for dental?

Speaker speaker_1: The first one I explained was for medical, sir. There's only two, there's two medical plans, the standard and the classic. You got the classic one. That does not include dental or vision.

Speaker speaker_2: Okay.

Speaker speaker_1: Dental and vision are add-ons.... on top of the medical.

Speaker speaker_2: Okay, you can give me for- one for the medical.

Speaker speaker_1: Okay, I got you. D- do you want the dental and vision as well, or you didn't want dental and vision?

Speaker speaker_2: Um, what are the, um, the vision?

Speaker speaker_1: Say that again.

Speaker speaker_2: You said, um, you're going to give one of- one of the vision?

Speaker speaker_1: I'm asking you, sir, if you wanted the vision and dental added to your plan?

Speaker speaker_2: Yes, you can add it, please.

Speaker speaker_1: All right. What else were you interested in?

Speaker speaker_2: Hello?

Speaker speaker_1: Yes, sir. What else were you interested in?

Speaker speaker_2: Uh-

Speaker speaker_1: Hello?

Speaker speaker_2: I- I'm there.

Speaker speaker_1: Was there anything else that you were interested in?

Speaker speaker_2: Well, you know, like, I- I- I don't- I don't really know- I don't really know exactly how this working or what- what- what- which one is better. You know, that's why I'm- I- I just get confused to- to choose one of those. Just because like-

Speaker speaker_1: What did you say, sir?

Speaker speaker_2: No, I told you like, I got difficult like to choose because I don't really know exactly which one is better, you know? And you can help me to choose one of those, because should be better for me. You see my point?

Speaker speaker_1: Say that- say that one more time, sir.

Speaker speaker_2: Okay. Um, my- my- my problem like, you know, I'm a Haitian, and then for the first time I'm trying to get a- a coverage, and then we just need a- we- we just need a medical coverage. She needs to go to the hospital, you know? And then, you- I- I don't have a lot of idea about of the coverage. That's why I got difficult like to choose.

Speaker speaker_1: Oh, no, you're fine. I understand, sir. Um, with the medical plan, you got the highest medical plan they have to offer.

Speaker speaker_2: Okay. And you can- you can help me to choose one of those?

Speaker speaker_1: No, I can't- I can't give you any suggestions. I can only give you-

Speaker speaker_2: Okay.

Speaker speaker_1: ... information about the coverage plans.

Speaker speaker_2: Okay. Please, give me the information.

Speaker speaker_1: So, ad- again- again, so with the Standard and the Classic, they both cover doctors, hospitals and prescriptions. The Cla- the Classic is the highest version of that plan that you will take.

Speaker speaker_2: Okay. fNow, which- which one is better?

Speaker speaker_1: Sir, I wouldn't be able to tell you- I wouldn't be able to make a suggestion, sir. I wouldn't be able to say this one or that one is better.

Speaker speaker_2: Oh, okay, okay. I gotcha.

Speaker speaker_1: But you have the highest plan that they have to offer.

Speaker speaker_2: Okay. And I'm going to choose like one of, um, the first one you said, the 30- 33-something.

Speaker speaker_1: So, you don't want the Classic, you want the Standard?

Speaker speaker_2: Yeah, I want the Classic.

Speaker speaker_1: You do or you don't?

Speaker speaker_2: Yes, I- I need it.

Speaker speaker_1: Okay. So right now you have the- the VIP Classic, the dental and the vision plan. Right now it would be \$47.93 that's taken out weekly. Was there anything else that you wanted to get enrolled into?

Speaker speaker_2: The n- ni- can you say that again, please?

Speaker speaker_1: It'll be \$47.93 that we deduct it weekly.

Speaker speaker_2: Weekly?

Speaker speaker_1: Yes, sir. For your medical, your dental and your vision. For you and your- and your wife.

Speaker speaker_2: Oh, okay, okay, okay. No problem.

Speaker speaker_1: All right. Was there anything else that you wanted to get enrolled into?

Speaker speaker_2: No, that's it.

Speaker speaker_1: Right. So they do offer you-

Speaker speaker_2: It's gonna be- it's gonna be almost- almost \$50 weekly?

Speaker speaker_1: Yes, sir. It'd be \$47.93.

Speaker speaker_2: Okay, okay. Yeah, it's not gonna be a problem.

Speaker speaker_1: So they do offer you a plan, 'cause you're- so the medical plan that you have does not come with preventative coverage. That's strictly doctors, hospitals and prescriptions. They do offer you a plan that comes with, uh, preventative service. It's another- it'd be another \$18.68. But it gives you access to preventative services by wellness checks, physicals, vaccinations, cancer screenings, Pap smears and mammograms for women, any preventative care services, which also gives you access to free RX, who gives you access to over 800 acute and chronic medications.

Speaker speaker_2: Oh, okay.

Speaker speaker_1: And you're allowed to have that plus the VIP Classic Plan. The VIP Classic Plan does not include-

Speaker speaker_2: All right, then I- I'm cool- I'm cool with the Classic Plan.

Speaker speaker_1: ... preventive care. Okay, just so you know, the Classic does not include the preventative care.

Speaker speaker_2: Yeah.

Speaker speaker_1: Okay. So do you just want the dental, the VIP Standard and the vision?

Speaker speaker_2: And then like with the- with- with the- with the Classic Plan, I can go to the dental and the vision, right?

Speaker speaker_1: No, dental and vision are separate plans that were added on, but you do have dental and vision.

Speaker speaker_2: No, no, no. Oh. H- hold on. Let me just- let- let me- let me know exactly. The first plan you was talking about, it was 33 something, right?

Speaker speaker_1: Yes. That does not include- that does not include dental or vision. That is strictly medical.

Speaker speaker_2: Okay. After you- after you- after you add the dental- after you add the dental, it- it will- it go up to \$47, right?

Speaker speaker_1: Yeah, adding the dental and the vision. Adding dental and vision made it go up to \$47.93. If you didn't have the medical- if you didn't have the dental or the vision, it would be \$36.79.

Speaker speaker_2: Um, okay. And then I need it with the dental and the vision?

Speaker speaker_1: Yes. So when I add the dental and vision, your total goes to \$47.93.

Speaker speaker_2: Okay. I'm- I'm cool with that.

Speaker speaker_1: Okay, so that's all you want to get enrolled into?

Speaker speaker_2: Yes, sir.

Speaker speaker_1: All right, so do you authorize your employer to make these deductions?

Speaker speaker_2: No, I'm cool with it, with the... with that one.

Speaker speaker_1: Yeah. All right, so I do need your wife's first name, last name, social security and date of birth.

Speaker speaker_2: Okay, um, first name is Neika. N-E... E as in elephant, K as in, um... K word?

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: Uh, A as in apple.

Speaker speaker_1: So it's N-E-K-A?

Speaker speaker_2: N... N-E-I, sorry. N-E-I, as in iPhone.

Speaker speaker_1: N-E-I-K-A?

Speaker speaker_2: Yes.

Speaker speaker_1: All right, and last name?

Speaker speaker_2: Um, after we get married, she changed her name. Now, she's Pierre. We can use Pierre. P-I-E-R-R-E.

Speaker speaker_1: Social Security?

Speaker speaker_2: One second. And it's 875-

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: ... 60... 68, 68, 75.

Speaker speaker_1: So you said 875-

Speaker speaker_2: That's the last... 875-

Speaker speaker_1: Go ahead.

Speaker speaker_2: ... 686875. Let me confirm it.

Speaker speaker_1: And her date of birth?

Speaker speaker_2: Um, January... January 1st, um-

Speaker speaker_1: What are you saying, 1st?

Speaker speaker_2: January 1st, uh, 2003.

Speaker speaker_1: You're saying January 1st, 2003?

Speaker speaker_2: Yes.

Speaker speaker_1: All right. And you say you need to confirm the social?

Speaker speaker_2: I'm sorry?

Speaker speaker_1: All right, well, is there anything else that I can help you with today, Mr. Pierre?

Speaker speaker_2: No, I'm just gonna ca... I'm just gonna, um, make sure with the social... social security.

Speaker speaker_1: Okay, so the enrollment process does take one to two weeks. Once you see that first-

Speaker speaker_2: I'm sorry?

Speaker speaker_1: That the enrollment process does take one to two weeks. Once you see that first deduction from your paycheck and we see it in our system, that following Monday is when your coverage will become active, and your ID cards are sent one to two weeks from that activation date. Hello?

Speaker speaker_2: One second, sir. Please be patient. I'm just looking for... I'm just looking for, uh, um, business securities just to make sure.

Speaker speaker_1: I understand.

Speaker speaker_2: Yeah, I just want to give you the correct one. Okay, um, it's 875-68-6875. That's correct?

Speaker speaker_1: Yes, sir.

Speaker speaker_2: Okay, okay, that's it.

Speaker speaker_1: Well, was there anything else I could help you with today, Mr. Pierre?

Speaker speaker_2: No, that... I'm cool.

Speaker speaker_1: All right, there's nothing else. Thanks for calling Benefits in the Car-

Speaker speaker_2: Nothing else.

Speaker speaker_1: I hope you... I hope you have a great rest of your day, man.

Speaker speaker_2: Thank you, sir. Do you have idea when... Do you have idea when I'm gonna receive, um, the card, the medical card?

Speaker speaker_1: So it takes one to two weeks for the enrollment process. Once we see that first deduction from your paycheck and we see it in our system, that following Monday is when your coverage will become active, and your ID cards are sent one to two weeks- ... from that activation date. If you wanted a physical copy of your medical card, you have to call and request it once the coverage becomes active. Otherwise, it's only sent via email.

Speaker speaker_2: Okay, thank you.

Speaker speaker_1: No problem. Well, is there anything else I can help you with today, Mr. Pierre?

Speaker speaker_2: No, that's good. Thank you.

Speaker speaker_1: No problem. Thanks for calling Benefits in the Car. I hope you have a great rest of your day.

Speaker speaker_2: Yeah, you too.

Speaker speaker_1: Thank you.