

Transcript: Pamela

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Car. This is Pamela speaking. Hi, Pamela. This is Eladia Ortiz. I called, like, last week. I'm- I'm so sorry. Yeah. Um- Yeah, um, I was out on Friday. Oh, it's okay. No, um, I was, I was like, "I, I gotta get this done." But I kinda lied and said that we, we kinda started this but we didn't, and I was like, "Oh, man." Okay. They're asking me, uh, you know, like if we started something. I'm like, "Oh yeah, she started helping me, but I have some questions." I'm like, "Oh, shit." Okay. Um, so if, if I just get... The deadline. Huh? No, I'm saying that you, um, deadline, it's, um, I remember it, you still have, uh, like a week or so. Yeah. Okay. So- Well, you said till the 23rd. Yeah, uh-huh. Yes, so let me get, um, the last four digits of your Social so I can pull up the file. I remember you, but I, I need to pull, pull up your file. Sure, uh, 2294. Partner Personnel, right? That's the- I'm sorry? ... the staffing agency, Partner Personnel. Oh, um- The name of the staffing agency you work for. You said my social security... Oh, um, Partners Personnel. Okay. Yes. Mm-hmm. Okay, Ms. Ortiz. Let's verify your complete address and date of birth. 809 West 11th Street, Antioch, California, 94509. Date of birth is February 27, 1965. All right. Okay, so we have the phone number, 925-628-7320. And your email is your first name, eladia809@gmail.com. Uh-huh. That's just, that was Gmail, right? Yeah, yeah. Uh-huh. Email. What did you decide to enroll? So if I, if I get the... I just had a question though. Like if we, if I get just the regular one that you guys pay for, does that include like the, um, like shot, like injection, you know, like, you know, for like to get COVID or shingles and all that, or no? Well, for the preventive care, I do not have like a breakdown of what they cover exactly. Mm-hmm. I know they do... Give me one second. Let's see, 'cause I know they do have immunizations but I cannot tell you like exactly what is it for. Let's see here. Uh-huh. Because at my age I'm like, I need the shingles and I need all the other stuff, you know, that they, they want us to get. Like what is it? The, um, pneumonia and all that. Yeah. Yeah. But I don't get sick that easy, so my sister does, but not me. Mm-hmm. Okay. So for women they have iron deficiencies as well as... There's our test. And... But it's kind of hard trying to read it on my phone. I- Oh, really? ... you know, I had to turn everything... Yeah, I had to turn everything off, when it's on my laptop 'cause I wasn't working, so- Hmm. ... no money and I had to turn all, everything off. Okay. Cable, everything. I was like, "No." Uh-huh. So what I could see- Yeah. ... here on the Benefit Guide is we have- Mm-hmm. I see the measles, the influenza, diphtheria, they said- Mm-hmm. ... they have H, HIV, shingles. Oh, yeah, there's, there you go, measles. So it does, it does cover all of that then? Just the regular one, right? It says here typh- A and B... Yeah, I cannot tell you like if it's the regular or what, but it has plenty- Oh. ... of them there for preventive, yeah. So, um... Okay. Covi- um, it doesn't say Covi exactly, but since it's preventive, it might be covered, but it does... I mean, it, we don't have like a, a really breakdown of everything that they cover. They just give you a list of what we

could- Right. So this, this one is the insurance that you guys pay for where I won't have to pay anything, right? Right? There's another one. There's another one. Is that the one you're talking about? No. That's for the, um- Oh. ... is there's no insurance that we pay for. Oh, there's no insurance? All of it you have to pay. No. There's no plan there that the, that the company gonna pay for. Oh, I thought- Yeah. Oh, I see. This one is the cheapest one, which is your preventive care. That one costs \$16.80, SSAHealthy. Uh-huh. That one- Uh-huh. ... includes the previ- preventive... I'm sorry, the prescription plan included. And you are responsible to pay for the doctor's visit and the insurance gonna cover 100% the procedures. That's what- Hmm. ... that, that one works. That's the only one that is going to cover 100% the procedures. So you pay for the, um, like I said, for the doctor's visit, and- Mm-hmm. ... you have to use a participating provider in order to be covered 100%. Right. No, I, I get that. Okay, so... And now the rest of the- So do- so the doc- so the doc- doctor, the doctor's visit is, what, 50 bucks or something like that? I have no idea. It's, it's gonna depend on the doctors. Ah-huh. Okay, so. Like on the guide, if, I don't know if you're able to see it, it's a, um, it's called MultiPlan. They have a website, multiplan.com, and a phone number. You could find which providers are in your area. Mm-hmm. And, um, there you could give them a call and you could find out how much they charge for the doctor's visit, if you decide to go for that one. Now the VIP Standard, the Plus and Prime, those, they already have the set up, set amount that they're going to cover for your doctor visit, but they do not cover 100% of procedures. Only the Stay Healthy one does? Yes. Now they have- Now? ... the Stay Healthy Enhanced. Yes. Now the Stay Healthy Enhanced, that one you have your preventive care. You only have to pay a \$10 copay for the visits to the doctor, your primary care. You have four visits per year. Hmm. And you're also able to use it at the hospital. Um, it has an, uh, group accident included in it, and they charge \$43.76. Sorry. That's the one that's going to cover you the most, like if you wanted to have coverage that you could use it at the hospital and as well have your preventive care. But I believe- That's for using whatever I want, right? Yeah, but I believe you have... That's the VIP one, right? So that's the Stay Healthy Enhanced. The VIP Plus and Prime and Standard, they just cover a portion, um, let me see here, for like scan studies and follow-up tests, and they cover \$25 a day on the VIP Standard. VIP Plus will cover \$50 and then the Prime will cover \$100. If I, if I'm not mistaken, you mentioned that what you, um, wanted most, it was like for your preventive care, right? Because you don't go to the hospital to talk to a doctor that often. No, no, no. I don't. But I do need to get the, the shot for the shingles because I don't want to get it. My dad got it at the age of, what... He just got it like 80... He's 83 already. So yeah, he just got it and I'm like, oh my God, he never got his shot and he ended up with it last year. Okay. So the preventive care- And I'm like no, no, no. ... it will be your best shot if like, you know, like I said, you still have until the 23rd. If you want to call and check the doctors in your area... Mm-hmm. ... uh, with the most on the... I always suggest the member to call directly to the doctor and find out how much they're going to, um, charge you for the visit. Mm-hmm. And make sure it's... Um, so that way you could have an idea, like when you go, since most of them- Mm-hmm. ... you just do it once a year. Some of them you don't have to do it until the next two years. Or they do every six months or whatever. Yeah, type of thing. So. Yeah, but there's... It's a lot of the preventive care that you don't have to do it every six months unless you, something came up and you need to, you know, follow up. Yeah, unless I have cancer or something, you know, whatever. But I, I don't think I do. No, God forbid, God forbid. But, um, that's... Right. If you want to do that, you could do that. Um...

Ah-hah. You could call me back- Just do, do the Stay... The Stay Healthy one, but it does not, does not include any vision or dental? No, none of them. None of the plans, uh, you have to add those. Oh, that's extra. Yeah. Okay, so let me do that one. I'm going to go ahead and just do this one, the Stay Healthy one, and then I'm gonna add the, the vision and dental. I don't have problem with my eyes, but just a little. I, I, I did have my eyes checked. It's just that I can't see that far, like the signs, you know. Like if I get up close, but then I see the sign. Yeah. Yeah. So yeah, there are... Let's see. But we- Let's say you decide to go by, with the Stay Healthy, right? I think so, yeah. The Stay Healthy, there's this and dental. You will be paying \$22.58 for a pay check. Pardon? 22? 22.58. 58? Okay. I'll just do that one because that... I don't get sick that often and hopefully I don't. No, thank God. No, I, I'm so thankful. So that's good. Good. Uh, uh, so you want me to enroll you in there? Please. On those? Okay. Yes. I got to get this over with. I want a different result. You haven't done it yet? No. So like I said, um... Uh-huh. Your... the benefits will start the following Monday after you receive the first premium from your- after we receive the first premium from your employer. Then, um- Okay. ... your ID card will be arriving within seven to ten days. You still have until the 23rd to make changes if you'd desir- Right, I remember you told me that but- Mm-hmm. ... that, on the phone it don't say that. It tells me the date that I, my first paycheck which was November 12th, and that I only have 30 days till that which is already gonna be- Yeah. ... the 12th of this month. I'm just like- Oh, yeah. Oh, no. I'm just saying that because of the Section 125, I don't rem- I don't know if you recall when we spoke about that? That it, um... Yeah. Okay, so you still have until that date just in case because after that it will be, um, you will have to wait for company- That's right. ... open enrollment or a qualified representative. Oh, no, no, no, ain't no way. All right. No, no, no. So basically, I proceed to enroll you. I, um- Okay. Okay. So- You need anything else from me or... No, um- No? ... when you see the deductions- Oh. No. Mm-hmm. 'Cause we got all your information and this is for employee only, right? Yes, only me. All right. So when you, um, see the deduction on your payroll the following Monday, the benefits will be active, and then the ID cards- Mm-hmm. ... will arrive within seven to ten days. If you need to use the benefits, um, before- Mm-hmm. ... your ID cards arrive you could give us a call. If they are generated in the system- Mm-hmm. ... we could send you temporary ones to your email. Okay. Okay? Also, you will get information- All right. ... of how to register online for your prescription plan. Hmm, I don't take no pills, you can forget that. But anyways, yeah. Take, take, take... And it, and it's al- it also, you could get, like, over-the-counter, uh, medication- Yeah. ... to count twice. No, but I, I don't take no... Yeah, but I don't take medications with it, I don't- That, that is good. All right. You have any- I stay away from all that stuff. Okay. Is there anything else I could do for you? Oh, no, that's, that's good. All right. I'm gonna proceed here How are y'all doing? ... just if you have questions or concerns, just give us a call. We'll be, I'll be more than happy to help you. Okay. Thank you so much. Thank you for giving us a call. Have a great rest of the day. You too. Okay, thank you. Hope you feel better. Thank you. Thank you. Bye. Okay, bye.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits in a Car. This is Pamela speaking.

Speaker speaker_2: Hi, Pamela. This is Eladia Ortiz. I called, like, last week. I'm-

Speaker speaker_1: I'm so sorry.

Speaker speaker_2: Yeah. Um-

Speaker speaker_1: Yeah, um, I was out on Friday.

Speaker speaker_2: Oh, it's okay. No, um, I was, I was like, "I, I gotta get this done." But I kinda lied and said that we, we kinda started this but we didn't, and I was like, "Oh, man."

Speaker speaker_1: Okay.

Speaker speaker_2: They're asking me, uh, you know, like if we started something. I'm like, "Oh yeah, she started helping me, but I have some questions." I'm like, "Oh, shit."

Speaker speaker_1: Okay.

Speaker speaker_2: Um, so if, if I just get...

Speaker speaker_1: The deadline.

Speaker speaker_2: Huh?

Speaker speaker_1: No, I'm saying that you, um, deadline, it's, um, I remember it, you still have, uh, like a week or so.

Speaker speaker_2: Yeah.

Speaker speaker_1: Okay. So-

Speaker speaker_2: Well, you said till the 23rd. Yeah, uh-huh.

Speaker speaker_1: Yes, so let me get, um, the last four digits of your Social so I can pull up the file. I remember you, but I, I need to pull, pull up your file.

Speaker speaker_2: Sure, uh, 2294.

Speaker speaker_1: Partner Personnel, right? That's the-

Speaker speaker_2: I'm sorry?

Speaker speaker_1: ... the staffing agency, Partner Personnel.

Speaker speaker_2: Oh, um-

Speaker speaker_1: The name of the staffing agency you work for.

Speaker speaker_2: You said my social security... Oh, um, Partners Personnel.

Speaker speaker_1: Okay. Yes.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Okay, Ms. Ortiz. Let's verify your complete address and date of birth.

Speaker speaker_2: 809 West 11th Street, Antioch, California, 94509. Date of birth is February 27, 1965.

Speaker speaker_1: All right. Okay, so we have the phone number, 925-628-7320. And your email is your first name, eladia809@gmail.com.

Speaker speaker_2: Uh-huh. That's just, that was Gmail, right?

Speaker speaker_1: Yeah, yeah.

Speaker speaker_2: Uh-huh.

Speaker speaker_1: Email. What did you decide to enroll?

Speaker speaker_2: So if I, if I get the... I just had a question though. Like if we, if I get just the regular one that you guys pay for, does that include like the, um, like shot, like injection, you know, like, you know, for like to get COVID or shingles and all that, or no?

Speaker speaker_1: Well, for the preventive care, I do not have like a breakdown of what they cover exactly.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: I know they do... Give me one second. Let's see, 'cause I know they do have immunizations but I cannot tell you like exactly what is it for. Let's see here.

Speaker speaker_2: Uh-huh. Because at my age I'm like, I need the shingles and I need all the other stuff, you know, that they, they want us to get. Like what is it? The, um, pneumonia and all that.

Speaker speaker_1: Yeah.

Speaker speaker_2: Yeah. But I don't get sick that easy, so my sister does, but not me.

Speaker speaker_1: Mm-hmm. Okay. So for women they have iron deficiencies as well as... There's our test. And...

Speaker speaker_2: But it's kind of hard trying to read it on my phone. I-

Speaker speaker_1: Oh, really?

Speaker speaker_2: ... you know, I had to turn everything... Yeah, I had to turn everything off, when it's on my laptop 'cause I wasn't working, so-

Speaker speaker_1: Hmm.

Speaker speaker_2: ... no money and I had to turn all, everything off.

Speaker speaker_1: Okay.

Speaker speaker_2: Cable, everything. I was like, "No." Uh-huh.

Speaker speaker_1: So what I could see-

Speaker speaker_2: Yeah.

Speaker speaker_1: ... here on the Benefit Guide is we have-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: I see the measles, the influenza, diphtheria, they said-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... they have H, HIV, shingles. Oh, yeah, there's, there you go, measles.

Speaker speaker_2: So it does, it does cover all of that then? Just the regular one, right?

Speaker speaker_1: It says here typh- A and B... Yeah, I cannot tell you like if it's the regular or what, but it has plenty-

Speaker speaker_2: Oh.

Speaker speaker_1: ... of them there for preventive, yeah. So, um...

Speaker speaker_2: Okay.

Speaker speaker_1: Covi- um, it doesn't say Covi exactly, but since it's preventive, it might be covered, but it does... I mean, it, we don't have like a, a really breakdown of everything that they cover. They just give you a list of what we could-

Speaker speaker_2: Right. So this, this one is the insurance that you guys pay for where I won't have to pay anything, right? Right?

Speaker speaker_1: There's another one. There's another one.

Speaker speaker_2: Is that the one you're talking about?

Speaker speaker_1: No. That's for the, um-

Speaker speaker_2: Oh.

Speaker speaker_1: ... is there's no insurance that we pay for.

Speaker speaker_2: Oh, there's no insurance?

Speaker speaker_1: All of it you have to pay. No. There's no plan there that the, that the company gonna pay for.

Speaker speaker_2: Oh, I thought-

Speaker speaker_1: Yeah.

Speaker speaker_2: Oh, I see.

Speaker speaker_1: This one is the cheapest one, which is your preventive care. That one costs \$16.80, SSAHealthy.

Speaker speaker_2: Uh-huh.

Speaker speaker_1: That one-

Speaker speaker_2: Uh-huh.

Speaker speaker_1: ... includes the previ- preventive... I'm sorry, the prescription plan included. And you are responsible to pay for the doctor's visit and the insurance gonna cover 100% the procedures. That's what-

Speaker speaker_2: Hmm.

Speaker speaker_1: ... that, that one works. That's the only one that is going to cover 100% the procedures. So you pay for the, um, like I said, for the doctor's visit, and-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... you have to use a participating provider in order to be covered 100%.

Speaker speaker_2: Right. No, I, I get that. Okay, so...

Speaker speaker_1: And now the rest of the-

Speaker speaker_2: So do- so the doc- so the doc- doctor, the doctor's visit is, what, 50 bucks or something like that?

Speaker speaker_1: I have no idea. It's, it's gonna depend on the doctors.

Speaker speaker_2: Ah-huh. Okay, so.

Speaker speaker_1: Like on the guide, if, I don't know if you're able to see it, it's a, um, it's called MultiPlan. They have a website, multiplan.com, and a phone number. You could find which providers are in your area.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: And, um, there you could give them a call and you could find out how much they charge for the doctor's visit, if you decide to go for that one. Now the VIP Standard, the Plus and Prime, those, they already have the set up, set amount that they're going to cover for your doctor visit, but they do not cover 100% of procedures.

Speaker speaker_2: Only the Stay Healthy one does?

Speaker speaker_1: Yes. Now they have-

Speaker speaker_2: Now?

Speaker speaker_1: ... the Stay Healthy Enhanced. Yes. Now the Stay Healthy Enhanced, that one you have your preventive care. You only have to pay a \$10 copay for the visits to the doctor, your primary care. You have four visits per year.

Speaker speaker_2: Hmm.

Speaker speaker_1: And you're also able to use it at the hospital. Um, it has an, uh, group accident included in it, and they charge \$43.76. Sorry. That's the one that's going to cover you the most, like if you wanted to have coverage that you could use it at the hospital and as well have your preventive care. But I believe-

Speaker speaker_2: That's for using whatever I want, right?

Speaker speaker_1: Yeah, but I believe you have...

Speaker speaker_2: That's the VIP one, right?

Speaker speaker_1: So that's the Stay Healthy Enhanced. The VIP Plus and Prime and Standard, they just cover a portion, um, let me see here, for like scan studies and follow-up tests, and they cover \$25 a day on the VIP Standard. VIP Plus will cover \$50 and then the Prime will cover \$100. If I, if I'm not mistaken, you mentioned that what you, um, wanted most, it was like for your preventive care, right? Because you don't go to the hospital to talk to a doctor that often.

Speaker speaker_2: No, no, no. I don't. But I do need to get the, the shot for the shingles because I don't want to get it. My dad got it at the age of, what... He just got it like 80... He's 83 already. So yeah, he just got it and I'm like, oh my God, he never got his shot and he ended up with it last year.

Speaker speaker_1: Okay. So the preventive care-

Speaker speaker_2: And I'm like no, no, no.

Speaker speaker_1: ... it will be your best shot if like, you know, like I said, you still have until the 23rd. If you want to call and check the doctors in your area...

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... uh, with the most on the... I always suggest the member to call directly to the doctor and find out how much they're going to, um, charge you for the visit.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: And make sure it's... Um, so that way you could have an idea, like when you go, since most of them-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... you just do it once a year. Some of them you don't have to do it until the next two years.

Speaker speaker_2: Or they do every six months or whatever. Yeah, type of thing. So.

Speaker speaker_1: Yeah, but there's... It's a lot of the preventive care that you don't have to do it every six months unless you, something came up and you need to, you know, follow up.

Speaker speaker_2: Yeah, unless I have cancer or something, you know, whatever. But I, I don't think I do.

Speaker speaker_1: No, God forbid, God forbid. But, um, that's...

Speaker speaker_2: Right.

Speaker speaker_1: If you want to do that, you could do that. Um...

Speaker speaker_2: Ah-hah.

Speaker speaker_1: You could call me back-

Speaker speaker_2: Just do, do the Stay... The Stay Healthy one, but it does not, does not include any vision or dental?

Speaker speaker_1: No, none of them. None of the plans, uh, you have to add those.

Speaker speaker_2: Oh, that's extra. Yeah. Okay, so let me do that one. I'm going to go ahead and just do this one, the Stay Healthy one, and then I'm gonna add the, the vision and dental. I don't have problem with my eyes, but just a little. I, I, I did have my eyes checked. It's just that I can't see that far, like the signs, you know. Like if I get up close, but then I see the sign.

Speaker speaker_1: Yeah. Yeah. So yeah, there are... Let's see.

Speaker speaker_2: But we-

Speaker speaker_1: Let's say you decide to go by, with the Stay Healthy, right?

Speaker speaker_2: I think so, yeah.

Speaker speaker_1: The Stay Healthy, there's this and dental. You will be paying \$22.58 for a pay check.

Speaker speaker_2: Pardon? 22?

Speaker speaker_1: 22.58.

Speaker speaker_2: 58? Okay. I'll just do that one because that... I don't get sick that often and hopefully I don't. No, thank God. No, I, I'm so thankful.

Speaker speaker_1: So that's good. Good. Uh, uh, so you want me to enroll you in there?

Speaker speaker_2: Please.

Speaker speaker_1: On those? Okay.

Speaker speaker_2: Yes. I got to get this over with. I want a different result. You haven't done it yet? No.

Speaker speaker_1: So like I said, um...

Speaker speaker_2: Uh-huh.

Speaker speaker_1: Your... the benefits will start the following Monday after you receive the first premium from your- after we receive the first premium from your employer. Then, um-

Speaker speaker_2: Okay.

Speaker speaker_1: ... your ID card will be arriving within seven to ten days. You still have until the 23rd to make changes if you'd desir-

Speaker speaker_2: Right, I remember you told me that but-

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: ... that, on the phone it don't say that. It tells me the date that I, my first paycheck which was November 12th, and that I only have 30 days till that which is already gonna be-

Speaker speaker_1: Yeah.

Speaker speaker_2: ... the 12th of this month. I'm just like-

Speaker speaker_1: Oh, yeah.

Speaker speaker_2: Oh, no.

Speaker speaker_1: I'm just saying that because of the Section 125, I don't rem- I don't know if you recall when we spoke about that? That it, um...

Speaker speaker_2: Yeah.

Speaker speaker_1: Okay, so you still have until that date just in case because after that it will be, um, you will have to wait for company-

Speaker speaker_2: That's right.

Speaker speaker_1: ... open enrollment or a qualified representative.

Speaker speaker_2: Oh, no, no, no, ain't no way.

Speaker speaker_1: All right.

Speaker speaker_2: No, no, no.

Speaker speaker_1: So basically, I proceed to enroll you. I, um-

Speaker speaker_2: Okay.

Speaker speaker_1: Okay. So-

Speaker speaker_2: You need anything else from me or...

Speaker speaker_1: No, um-

Speaker speaker_2: No?

Speaker speaker_1: ... when you see the deductions-

Speaker speaker_2: Oh.

Speaker speaker_1: No.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: 'Cause we got all your information and this is for employee only, right?

Speaker speaker_2: Yes, only me.

Speaker speaker_1: All right. So when you, um, see the deduction on your payroll the following Monday, the benefits will be active, and then the ID cards-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... will arrive within seven to ten days. If you need to use the benefits, um, before-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... your ID cards arrive you could give us a call. If they are generated in the system-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... we could send you temporary ones to your email.

Speaker speaker_2: Okay.

Speaker speaker_1: Okay? Also, you will get information-

Speaker speaker_2: All right.

Speaker speaker_1: ... of how to register online for your prescription plan.

Speaker speaker_2: Hmm, I don't take no pills, you can forget that. But anyways, yeah. Take, take, take...

Speaker speaker_1: And it, and it's al- it also, you could get, like, over-the-counter, uh, medication-

Speaker speaker_2: Yeah.

Speaker speaker_1: ... to count twice.

Speaker speaker_2: No, but I, I don't take no... Yeah, but I don't take medications with it, I don't-

Speaker speaker_1: That, that is good. All right. You have any-

Speaker speaker_2: I stay away from all that stuff.

Speaker speaker_1: Okay. Is there anything else I could do for you?

Speaker speaker_2: Oh, no, that's, that's good.

Speaker speaker_1: All right.

Speaker speaker_2: I'm gonna proceed here

Speaker speaker_3: How are y'all doing?

Speaker speaker_1: ... just if you have questions or concerns, just give us a call. We'll be, I'll be more than happy to help you.

Speaker speaker_2: Okay. Thank you so much.

Speaker speaker_1: Thank you for giving us a call. Have a great rest of the day.

Speaker speaker_2: You too. Okay, thank you. Hope you feel better.

Speaker speaker_1: Thank you. Thank you.

Speaker speaker_2: Bye. Okay, bye.