

## 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. How may I help you? Yes, I'm Prakash Patel. I work in a HD Stuffing company. Okay. So, uh, what kind of like Benefits in a Car? We are the administrator for health insurance. So how much gonna charge for health insurance? It all depends for who you work for and what would you like to enroll to? So I work like in a, in a, the HD Stuffing company. What's the name of the stuffing company you work for? Uh, for the SoMoTuMo. What's the name? For the c- c-... I work in a company name. The name of the staffing agency. So it's HD Stuffing, yeah. I can't hear you, sir. Yes, the company name is like SoMoTuMo. That's the name of the staffing agency? No, stuffing company, like in a just HD Stuffing, yeah. I work with the other company like in a SoMoTuMo, company name is SoMoTuMo. We don't have a staffing agency under that name. Which one you have it, you know? We represent around 25 of them. So what's the... I mean, are you currently working right now? Yeah, I'm working in a, for HD Stuffing, yeah. I don't know... I d- I don't know which stuffing is that one. Can you spell the name for me? HD Stuffing. H-D? Yeah. H as in hotel and D as in gold? Yeah, gold. And S-T-U-F-F-I-N-G. And what's the last four digits of your social? Uh, 969967. Nine, nine... 969967. For some reason I can't hear you. You said nine... 9967. Your first and last name, sir. Uh, Prakash Patel. Mr. Patel, for security reasons and just to make sure we are in the correct file, I need to verify your complete address and date of birth. Uh, my home address, 557 Winery Lane, Bowling Green, Kentucky, 42104. And my date of birth, August 2nd, 1973. Thank you for the information. We have a telephone number on file. 2700... 2029254. Yes. You want to enroll in the health benefits? Yes. In which plan would you like? Which one you have it, I don't know. Okay, so we ha- they offer five different medical plans. Mm-hmm. Plus the options like dental and vision. Mm-hmm. Give me one sec. So how they cover, cover like, you know, like 100% cover or what? No, these are not like major insurance. Mm-hmm. They already have a set amount that they're going to pay. Anything above that amount will be your responsibility. And you'll pay for this benefits every week from, um, it's taken out of your paycheck. So how much like, you know? So how much one are covered like, you know, the, for dental and vision? Okay, the dental... Mm-hmm. ... your preventive care will be covered 100%, which includes your dental basic cleaning, X-ray once every six months. Mm-hmm. Your basic dental work, such as filling and extractions will be covered 80% after you pay the \$50 deductible once a year. Mm-hmm. And the maximum that they're going to cover, um, it's \$500 a year. He cover only \$500? Yes, these, um, insurance, like I said, they are not like major insurance, and they are pretty basic. So you got like... Okay, you got like on a around like \$3,000, \$4,000 so he just cover only \$5,000? Yes, sir. Oh, \$500? Yes, sir. Oh. So you say like this clinic and filling and stuff like that is free? Yeah, no major services are cover. No dentures, no crown, root canal. They do not cover any

of those. Oh, just like clinic and stuff like that, right? Clinic and filling. Something like in the broken he fix it, right? Yes, sir. Okay. So how much is this insurance? How much only? Well, uh, okay, you're breaking up. What was that again? How much this insurance like for dental? \$3.38. So \$3.83? \$3.38 every week. And how about the family insurance? For dental? Yeah, like on a whole like family and everybody, like my kids. So kids like under 18, yeah... It don't matter how old they are. They- Okay. Um, the whole family, spouse- Mm-hmm. ... and the kids- Mm-hmm. ... are, is \$13.44 for paychecks. \$13.44 for the dental, no? Yes, sir. Dental only. You said 13? 44. 44. And, uh, how about the eye exam? For the vision? Yeah, vision. Yeah. For the whole family it's at six, \$7.05. You have a- Mm-hmm. ... co-pay for eye exam once a year, \$10. Mm-hmm. And you have a co-pay for the lenses and frame for \$25. No co-pay for- The lens and frame is \$25? That's a co-pay for your lenses and frame. Okay. Then you have a \$130 allowance that insurance, um, provides to you, that you can use towards that. So each per- so for each person or just one person? For each person. Or like both then? 130, right? Yes. Okay. For every six month? No, this, uh, the eye, uh, the vision plan, this is once a year. Oh, it's a year. So you say like \$10 for the co-payment, \$25 for the glasses and, uh, this one, right? Mm-hmm. And frame. Okay. And, uh, how about the health insurance? The what? You said health insurance, right? Yeah, so the health insurance, it depends on which one you would like to take. Um, like I said, the StayHealthy they have, which is just preventive care, the VIP Standard, VIP Classic- Mm-hmm. ... and VIP Plus. Um, the StayHealthy, you are responsible to pay for the doctor's visit. The insurance gonna cover 100% the procedures. You have to go to a participating provider in order for the procedures to be covered 100%. And that plan, for the whole family, is \$25.58. \$25.58? Yes. For the month, right? For the month. Like weekly? Weekly. All these are weekly. Then the VIP Classic will be \$43.67. \$43.67? I mean, the VIP Standard, I'm sorry. The VIP Classic is \$49.17, and the VIP Plus, it's \$87.14. All these prices are weekly basics. Okay, VIP Standard and VIP Classic and VIP Plus, right? Yes. The difference between them is the amount you're gonna be paying per paycheck, and the amount that the insurance gonna cover. Okay, I see. Like on a family, like \$87.14? Mm-hmm. So you say VIP Plus, like \$87.14 weekly? Yes, sir. So he covered everything, right? No, I mean, they cover... They already have a set amount that they're gonna cover. Let's say you decide to choose the VIP Standard. Um, if you go to urgent care, they're gonna cover \$50 a day maximum for we- for a day. Uh, doctor's visit the same amount, same amount of days. Um- How much your mom? \$50. \$50 a day. Say your doctor's... Let's say your doctor's visit is, it's \$100. The insurance is gonna cover \$50 and you're gonna cover the other \$50. So in, in, any type of surgery and everything, so how much I pay? Well, it all depends on the procedure like, uh, let's say if you have to do, uh, outpatient, um, let's see... Let's say if you have to do a surgery in hospital. The VIP Standard's gonna cover two, \$250 a day, maximum one day. The VIP Classic will cover \$500 a day, maximum one day. And the VIP Plus will cover \$1,000, maximum one day. Like I said, these are not like major insurance. Now the VIP, let's see. No, they do not offer VIP. Okay. The VIP... The MVP, sorry, that one is subject to approval through your employer. Mm-hmm. You have a deductible-... for the whole family of \$14,000 and 700 that you have to meet before they start paying 100%. How much? \$14,000 and 700. \$14,000? And the pre-... Yeah, and the premium monthly for the whole family is \$1,456.58. So which one better be, you know? I can't, uh, tell you. Um, that, what I could do, if you have an email, I could send you the benefit guide so you could go over with your family. Then you guys could choose the correct plan for you. Okay. Then you will have

more information there that you could go over, and read it. Um, like I say, you still have until... Let's see. Thursday, the 2nd of January to enroll. Would you like me to send the benefit guide? You said someone like January? Yes, sir. What are you saying? Huh? What are you saying? Would you like me to send the, um, the benefit guide to you? I have like an, a guide something, I know. Like Benefits in a Card guide. Do you have an email that I could send it to? Okay. Send me the form then. Can you give me an email? Oh, bhagwati.patel@ol.com. What was the name? Uh, Bhagwati. B-H-A- That will be... That, that will be your middle name? Mm... No, no, Bhagwati, like B-H-A... B for Boy, H for Harry. Uh-huh. A for Apple, G for Guard, A for Apple, V for Victor, A for Apple, T for Tom, X for... I for Ice Cream, patel, P-A-T-E-L, @ol.com, aol.com. AOL? Yes. Okay. So it says 9... I, I see the like dental, like weekly, detection when like family, like \$13.44. And a vision, 7.05. Okay. So the email will be coming from info@benefitsinacard. Check your spam and junk mail. It might go there. And if you have any other questions or concerns, or you could also go online and enroll. You will see the, um, the link in the benefit guide. Mm-hmm. Is there anything else I could do for you, sir? So you say like on a VIP+ 87.14 a week, right? Yes. All those prices are weekly. Okay, VIP+. Y- okay, I go on a VIP, VIP+ so doctor's performance, so he can take care everything? No. They gonna cover \$50 a day. Maximum four days. Like, like \$50 a day? For the doctor's visit. Mm-hmm. So one time, I pay \$50? Every time... No, y- not you. The doctor. Oh, doctor charge \$50. I mean, I'm... No, wait. The insurance gonna cover \$50 towards the visit, and you have four visits per year. Oh, four visits per year. It do not matter... It do not matter how much the visit it costs. The insurance only covering \$50. Oh, insurance cover only the \$50? Yes, sir. Then I pay like \$87 weekly. Right? Yes, sir. It's not worth it then, you know? I mean, like I said, these are not like major insurance. They are- Mm-hmm. ... weekly basic insurance. You, um... It's up to you. But that's why they cover for a doctor's visit. So, like visa, maybe I take vision and dental is okay then, right? Yeah, you could enroll o- only on those. You don't have to take the dent- I mean, the, the medical. Okay. So dental, you said like on a... Oh, on a den- dental is like on a \$13.44. Just like you guys go in a clinic and a X-ray and stuff like that, right? For the cleaning, X-ray, one every six months for each member- Every six months... ... of the family. For each person, right? Yes. And a eye exam, like 7.05 weekly. So you got like an, uh, \$10 claim. No, \$10 for doctor visit. \$25 for the claim and stuff, right? Mm-hmm. And it was the \$130 away. Yes. Each cost \$130 away? For each family member, yes. Okay. So once I get- Do you want to go ahead and enroll dental and vision? I'll call you tomorrow. Maybe I talk to the... my kids and my wife and everybody, so. No problem. Is, is there anything else I could do for you, sir? No, thank you, hon. Thank you for giving your support today. Have a great rest of the day. You as well.

## 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. How may I help you?

Speaker speaker\_2: Yes, I'm Prakash Patel. I work in a HD Stuffing company.

Speaker speaker\_1: Okay.

Speaker speaker\_2: So, uh, what kind of like Benefits in a Car?

Speaker speaker\_1: We are the administrator for health insurance.

Speaker speaker\_2: So how much gonna charge for health insurance?

Speaker speaker\_1: It all depends for who you work for and what would you like to enroll to?

Speaker speaker\_2: So I work like in a, in a, the HD Stuffing company.

Speaker speaker\_1: What's the name of the stuffing company you work for?

Speaker speaker\_2: Uh, for the SoMoTuMo.

Speaker speaker\_1: What's the name?

Speaker speaker\_2: For the c- c-... I work in a company name.

Speaker speaker\_1: The name of the staffing agency.

Speaker speaker\_2: So it's HD Stuffing, yeah.

Speaker speaker\_1: I can't hear you, sir.

Speaker speaker\_2: Yes, the company name is like SoMoTuMo.

Speaker speaker\_1: That's the name of the staffing agency?

Speaker speaker\_2: No, stuffing company, like in a just HD Stuffing, yeah. I work with the other company like in a SoMoTuMo, company name is SoMoTuMo.

Speaker speaker\_1: We don't have a staffing agency under that name.

Speaker speaker\_2: Which one you have it, you know?

Speaker speaker\_1: We represent around 25 of them. So what's the... I mean, are you currently working right now?

Speaker speaker\_2: Yeah, I'm working in a, for HD Stuffing, yeah.

Speaker speaker\_1: I don't know... I d- I don't know which stuffing is that one. Can you spell the name for me?

Speaker speaker\_2: HD Stuffing.

Speaker speaker\_1: H-D?

Speaker speaker\_2: Yeah.

Speaker speaker\_1: H as in hotel and D as in gold?

Speaker speaker\_2: Yeah, gold. And S-T-U-F-F-I-N-G.

Speaker speaker\_1: And what's the last four digits of your social?

Speaker speaker\_2: Uh, 969967.

Speaker speaker\_1: Nine, nine...

Speaker speaker\_2: 969967.

Speaker speaker\_1: For some reason I can't hear you. You said nine...

Speaker speaker\_2: 9967.

Speaker speaker\_1: Your first and last name, sir.

Speaker speaker\_2: Uh, Prakash Patel.

Speaker speaker\_1: Mr. Patel, for security reasons and just to make sure we are in the correct file, I need to verify your complete address and date of birth.

Speaker speaker\_2: Uh, my home address, 557 Winery Lane, Bowling Green, Kentucky, 42104. And my date of birth, August 2nd, 1973.

Speaker speaker\_1: Thank you for the information. We have a telephone number on file. 2700... 2029254.

Speaker speaker\_2: Yes.

Speaker speaker\_1: You want to enroll in the health benefits?

Speaker speaker\_2: Yes.

Speaker speaker\_1: In which plan would you like?

Speaker speaker\_2: Which one you have it, I don't know.

Speaker speaker\_1: Okay, so we ha- they offer five different medical plans.

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: Plus the options like dental and vision.

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: Give me one sec.

Speaker speaker\_2: So how they cover, cover like, you know, like 100% cover or what?

Speaker speaker\_1: No, these are not like major insurance.

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: They already have a set amount that they're going to pay. Anything above that amount will be your responsibility. And you'll pay for this benefits every week from, um, it's taken out of your paycheck.

Speaker speaker\_2: So how much like, you know? So how much one are covered like, you know, the, for dental and vision?

Speaker speaker\_1: Okay, the dental...

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: ... your preventive care will be covered 100%, which includes your dental basic cleaning, X-ray once every six months.

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: Your basic dental work, such as filling and extractions will be covered 80% after you pay the \$50 deductible once a year.

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: And the maximum that they're going to cover, um, it's \$500 a year.

Speaker speaker\_2: He cover only \$500?

Speaker speaker\_1: Yes, these, um, insurance, like I said, they are not like major insurance, and they are pretty basic.

Speaker speaker\_2: So you got like... Okay, you got like on a around like \$3,000, \$4,000 so he just cover only \$5,000?

Speaker speaker\_1: Yes, sir.

Speaker speaker\_2: Oh, \$500?

Speaker speaker\_1: Yes, sir.

Speaker speaker\_2: Oh. So you say like this clinic and filling and stuff like that is free?

Speaker speaker\_1: Yeah, no major services are cover. No dentures, no crown, root canal. They do not cover any of those.

Speaker speaker\_2: Oh, just like clinic and stuff like that, right? Clinic and filling. Something like in the broken he fix it, right?

Speaker speaker\_1: Yes, sir.

Speaker speaker\_2: Okay. So how much is this insurance? How much only?

Speaker speaker\_1: Well, uh, okay, you're breaking up. What was that again?

Speaker speaker\_2: How much this insurance like for dental?

Speaker speaker\_1: \$3.38.

Speaker speaker\_2: So \$3.83?

Speaker speaker\_1: \$3.38 every week.

Speaker speaker\_2: And how about the family insurance?

Speaker speaker\_1: For dental?

Speaker speaker\_2: Yeah, like on a whole like family and everybody, like my kids. So kids like under 18, yeah...

Speaker speaker\_1: It don't matter how old they are. They-

Speaker speaker\_2: Okay.

Speaker speaker\_1: Um, the whole family, spouse-

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: ... and the kids-

Speaker speaker\_3: Mm-hmm.

Speaker speaker\_1: ... are, is \$13.44 for paychecks.

Speaker speaker\_2: \$13.44 for the dental, no?

Speaker speaker\_1: Yes, sir. Dental only.

Speaker speaker\_2: You said 13?

Speaker speaker\_1: 44.

Speaker speaker\_2: 44. And, uh, how about the eye exam?

Speaker speaker\_1: For the vision?

Speaker speaker\_2: Yeah, vision. Yeah.

Speaker speaker\_1: For the whole family it's at six, \$7.05. You have a-

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: ... co-pay for eye exam once a year, \$10.

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: And you have a co-pay for the lenses and frame for \$25. No co-pay for-

Speaker speaker\_2: The lens and frame is \$25?

Speaker speaker\_1: That's a co-pay for your lenses and frame.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Then you have a \$130 allowance that insurance, um, provides to you, that you can use towards that.

Speaker speaker\_2: So each per- so for each person or just one person?

Speaker speaker\_1: For each person.

Speaker speaker\_2: Or like both then? 130, right?

Speaker speaker\_1: Yes.

Speaker speaker\_2: Okay. For every six month?

Speaker speaker\_1: No, this, uh, the eye, uh, the vision plan, this is once a year.

Speaker speaker\_2: Oh, it's a year. So you say like \$10 for the co-payment, \$25 for the glasses and, uh, this one, right?

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_2: And frame. Okay. And, uh, how about the health insurance?

Speaker speaker\_1: The what?

Speaker speaker\_2: You said health insurance, right?

Speaker speaker\_1: Yeah, so the health insurance, it depends on which one you would like to take. Um, like I said, the StayHealthy they have, which is just preventive care, the VIP Standard, VIP Classic-

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: ... and VIP Plus. Um, the StayHealthy, you are responsible to pay for the doctor's visit. The insurance gonna cover 100% the procedures. You have to go to a participating provider in order for the procedures to be covered 100%. And that plan, for the whole family, is \$25.58.

Speaker speaker\_2: \$25.58?

Speaker speaker\_1: Yes.

Speaker speaker\_2: For the month, right?

Speaker speaker\_1: For the month.

Speaker speaker\_2: Like weekly?

Speaker speaker\_1: Weekly. All these are weekly. Then the VIP Classic will be \$43.67.

Speaker speaker\_2: \$43.67?

Speaker speaker\_1: I mean, the VIP Standard, I'm sorry. The VIP Classic is \$49.17, and the VIP Plus, it's \$87.14. All these prices are weekly basics.

Speaker speaker\_2: Okay, VIP Standard and VIP Classic and VIP Plus, right?

Speaker speaker\_1: Yes. The difference between them is the amount you're gonna be paying per paycheck, and the amount that the insurance gonna cover.

Speaker speaker\_2: Okay, I see. Like on a family, like \$87.14?

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_2: So you say VIP Plus, like \$87.14 weekly?

Speaker speaker\_1: Yes, sir.

Speaker speaker\_2: So he covered everything, right?

Speaker speaker\_1: No, I mean, they cover... They already have a set amount that they're gonna cover. Let's say you decide to choose the VIP Standard. Um, if you go to urgent care, they're gonna cover \$50 a day maximum for we- for a day. Uh, doctor's visit the same amount, same amount of days. Um-

Speaker speaker\_2: How much your mom?

Speaker speaker\_1: \$50.

Speaker speaker\_2: \$50 a day.

Speaker speaker\_1: Say your doctor's... Let's say your doctor's visit is, it's \$100. The insurance is gonna cover \$50 and you're gonna cover the other \$50.

Speaker speaker\_2: So in, in, any type of surgery and everything, so how much I pay?

Speaker speaker\_1: Well, it all depends on the procedure like, uh, let's say if you have to do, uh, outpatient, um, let's see... Let's say if you have to do a surgery in hospital. The VIP Standard's gonna cover two, \$250 a day, maximum one day. The VIP Classic will cover \$500 a day, maximum one day. And the VIP Plus will cover \$1,000, maximum one day. Like I said, these are not like major insurance. Now the VIP, let's see. No, they do not offer VIP. Okay. The VIP... The MVP, sorry, that one is subject to approval through your employer.

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: You have a deductible-... for the whole family of \$14,000 and 700 that you have to meet before they start paying 100%.

Speaker speaker\_2: How much?

Speaker speaker\_1: \$14,000 and 700.

Speaker speaker\_2: \$14,000?

Speaker speaker\_1: And the pre-... Yeah, and the premium monthly for the whole family is \$1,456.58.

Speaker speaker\_2: So which one better be, you know?

Speaker speaker\_1: I can't, uh, tell you. Um, that, what I could do, if you have an email, I could send you the benefit guide so you could go over with your family. Then you guys could choose the correct plan for you.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Then you will have more information there that you could go over, and read it. Um, like I say, you still have until... Let's see. Thursday, the 2nd of January to enroll. Would you like me to send the benefit guide?

Speaker speaker\_2: You said someone like January?

Speaker speaker\_1: Yes, sir.

Speaker speaker\_2: What are you saying?

Speaker speaker\_1: Huh?

Speaker speaker\_2: What are you saying?

Speaker speaker\_1: Would you like me to send the, um, the benefit guide to you?

Speaker speaker\_2: I have like an, a guide something, I know. Like Benefits in a Card guide.

Speaker speaker\_1: Do you have an email that I could send it to?

Speaker speaker\_2: Okay. Send me the form then.

Speaker speaker\_1: Can you give me an email?

Speaker speaker\_2: Oh, bhagwati.patel@ol.com.

Speaker speaker\_1: What was the name?

Speaker speaker\_2: Uh, Bhagwati. B-H-A-

Speaker speaker\_1: That will be... That, that will be your middle name?

Speaker speaker\_2: Mm... No, no, Bhagwati, like B-H-A... B for Boy, H for Harry.

Speaker speaker\_1: Uh-huh.

Speaker speaker\_2: A for Apple, G for Guard, A for Apple, V for Victor, A for Apple, T for Tom, X for... I for Ice Cream, .patel, P-A-T-E-L, @ol.com, aol.com.

Speaker speaker\_1: AOL?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Okay.

Speaker speaker\_2: So it says 9... I, I see the like dental, like weekly, detection when like family, like \$13.44. And a vision, 7.05.

Speaker speaker\_1: Okay. So the email will be coming from info@benefitsinacard. Check your spam and junk mail. It might go there. And if you have any other questions or concerns, or you could also go online and enroll. You will see the, um, the link in the benefit guide.

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: Is there anything else I could do for you, sir?

Speaker speaker\_2: So you say like on a VIP+ 87.14 a week, right?

Speaker speaker\_1: Yes. All those prices are weekly.

Speaker speaker\_2: Okay, VIP+. Y- okay, I go on a VIP, VIP+ so doctor's performance, so he can take care everything? No.

Speaker speaker\_1: They gonna cover \$50 a day. Maximum four days.

Speaker speaker\_2: Like, like \$50 a day?

Speaker speaker\_1: For the doctor's visit.

Speaker speaker\_2: Mm-hmm. So one time, I pay \$50?

Speaker speaker\_1: Every time... No, y- not you. The doctor.

Speaker speaker\_2: Oh, doctor charge \$50.

Speaker speaker\_1: I mean, I'm... No, wait. The insurance gonna cover \$50 towards the visit, and you have four visits per year.

Speaker speaker\_2: Oh, four visits per year.

Speaker speaker\_1: It do not matter... It do not matter how much the visit it costs. The insurance only covering \$50.

Speaker speaker\_2: Oh, insurance cover only the \$50?

Speaker speaker\_1: Yes, sir.

Speaker speaker\_2: Then I pay like \$87 weekly. Right?

Speaker speaker\_1: Yes, sir.

Speaker speaker\_2: It's not worth it then, you know?

Speaker speaker\_1: I mean, like I said, these are not like major insurance. They are-

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: ... weekly basic insurance. You, um... It's up to you. But that's why they cover for a doctor's visit.

Speaker speaker\_2: So, like visa, maybe I take vision and dental is okay then, right?

Speaker speaker\_1: Yeah, you could enroll o- only on those. You don't have to take the dent- I mean, the, the medical.

Speaker speaker\_2: Okay. So dental, you said like on a... Oh, on a den- dental is like on a \$13.44. Just like you guys go in a clinic and a X-ray and stuff like that, right?

Speaker speaker\_1: For the cleaning, X-ray, one every six months for each member-

Speaker speaker\_2: Every six months...

Speaker speaker\_1: ... of the family.

Speaker speaker\_2: For each person, right?

Speaker speaker\_1: Yes.

Speaker speaker\_2: And a eye exam, like 7.05 weekly. So you got like an, uh, \$10 claim. No, \$10 for doctor visit. \$25 for the claim and stuff, right?

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_2: And it was the \$130 away.

Speaker speaker\_1: Yes.

Speaker speaker\_2: Each cost \$130 away?

Speaker speaker\_1: For each family member, yes.

Speaker speaker\_2: Okay. So once I get-

Speaker speaker\_1: Do you want to go ahead and enroll dental and vision?

Speaker speaker\_2: I'll call you tomorrow. Maybe I talk to the... my kids and my wife and everybody, so.

Speaker speaker\_1: No problem. Is, is there anything else I could do for you, sir?

Speaker speaker\_2: No, thank you, hon.

Speaker speaker\_1: Thank you for giving your support today. Have a great rest of the day.

Speaker speaker\_2: You as well.