

Transcript: VICTORIA

Taylor-4951346638405632-4802230071508992

Full Transcript

Thank you for calling Benefits and a Card. This is Victoria. How can I help you? Uh, yeah, you called me a little bit ago. I told you I had to call you back when I got home. I wasn't able to hear on my phone. Okay. Uh, was it me that you spoke with? No. Well, this is Brian Carlisle, I mean. Okay. We work for a couple different- You- ... staffing agencies. Let me- Well, the girl I talked to had a Asian accent. Okay. Um, what's the name of the agency you work for? ManCan out of Allian- or Sebring. Say your last- Actually, it's out of Alli- ManCan out of Alliance. I work for a company called in Sebring. Okay. And the last four of your Social? 7861. You said first name is Brian? Yep. Okay. And then last name is Carlisle? Carlisle, yeah. Okay. Do you mind verifying your address and date of birth? 263 West Oregon Avenue. May 13th, 1967. Okay. Phone number- That's it. ... 330-257-0564? Yep. Okay, let me see. Yeah. Did you been calling me about, uh, benefits or whatever for ManCan or whatever? Yes. This is for the medical insurance being offered through ManCan. It looks like... I guess there was a message sent to you and we were just calling because you responded what kind of benefits. But yeah, this is for the, like, the medical insurance. Um, there's also things like dental and vision being offered. Um, they typically give- Well, dental and vision is probably very much all I really need. I mean- Okay. ... I spent... Back in M- March of '22, I spent a month in the hospital because of heart surgery. I mean, I've been pretty much fine since then, so... Th- th- that sac around my heart got filled up with fluid and they had to go in and drain it, and I spent a month in, on my back w- with three tubes coming out of me. Okay. Um, so I know what we offer is not gonna be like, uh, major medical. So as far as dental is concerned, um, it does cover like your preventative services at 100%, and then basic dental work like fillings and extractions at 80%, um, once you meet the \$50 deductible. But it's not gonna cover any major dental work like crowns, orthodontists. So the most it pays out, um, it looks like the annual maximum is \$500. Um- Oh wow. For vision- I was thinking about going in... I was thinking about going in and having all my teeth yanked and get dentures or falsies, whatever you want to call 'em. I don't know- Okay. ... how those would work. Um, like I said, I mean, I... It's not gonna provide any type of coverage for dentures. There's no major coverage with the dental. Um, like I said, the most that this is gonna, the annual maximum that they're gonna pay out for dental is \$500. Um, I know extractions are covered at 80% once you meet the \$50 deductible. Uh, but like- Well, I gotta be there a certain amount of days though, don't I? No, not necessarily. No. So the way that our coverage works is once it's active, you can use the coverage and the coverage becomes active the following Monday of your first payroll deduction, which after you enroll that can take up to two weeks at most for the first deduction to take place. Now, for what you're specific leading, specifically having done, I don't know that it's gonna provide coverage for you to have all of your teeth removed because- Well, I- I still have a insurance through, uh, Uni- UnitedHealthcare. Okay. So hopefully they help me out on this. Okay. Well, um, yeah, I mean

if you'd like, I can... If you have a good email- I mean- ... I can send you the, uh- I- I- I- ... benefits thing if you want that. If not, that's fine. I mean, there, I was off almost, uh, 2018 because I had two surgeries on my left arm and I'm trying to find a doctor who can fix my arm to get me back in shape again 'cause I have to wear a brace on my arm almost all the time. Dr. Nici over at Alliance is the one who did my initial surgery and I have less issu- or I have less feeling in my right ha- or left hand than I did before he did the surgery. I mean, I don't know if that helps you out. I mean, as far as what I need done or what I need fixed. I mean, I mean, I, I'm lifting 55 gallon drums of garbage up there at the shop and the guy I'm supposed to, or supposed to be doing it is older than me and he's not doing his job. Okay. So, I personally can't- And then you get- ... make any suggestions on what you would want to enroll with us. We're just the administrators for ManCan. Okay. Uh- So, what I can do is I can send a PDF file of the benefits guide that explains everything, like all the plans we offer, what they cover and how much they cost. If you see anything at that point that you would like to enroll into, then that's when you would call us back and we can get you enrolled. But we're just the administrators, so I don't have in-depth information on, to be able to suggest a plan for you. Well, I understand but, uh, can I ask you a question? Do you know any neurologists in the area that might be able to take care of my arm? I mean, it's been screwed up since 2018. I mean, I spent almost all of 2018 with my arm in a sling. No, sir. I don't have that information. I'm not even located in Ohio. We're just a benefits administer for ManCan. You're not in Ohio? No. No, sir. I'm in South Carolina. We administer the medical insurance for ManCan Staffing. So, I don't know of any doctors in your area that would be able to help you with that. Well, did you- The only thing I- ... er, uh, do you know anybody that, or even anybody in the United States that can fix my arm? No, sir. The only thing that I can do for you is, if you are interested in enrolling into benefits, is enroll you into the benefits. Because, I mean, what I'm, like I said, what I'm doing, I'm fi- I'm fi- I'm gonna be 58 next month and the gentleman I work with is going to be s- he's 60 years old. And the, what I'm doing, he is supposed to be doing up there. Emptying garbage cans and stuff like that. And I just found this out, uh, Thursday before I got off work. So, maybe, maybe they better have a chat with their, their, uh, person and get his butt in gear because from what I understand, he's o- on thin ice. Uh, he's about ready to get fired from what I understand. Okay. I mean, if you have those concerns, I would suggest speaking to ManCan directly about that. Your employer. Well, I told them, I told them f- straight up front that I have issues with my back. I had one of them cortisone injections done in my back about a month ago and I'll tell you what, it, it's not helping one bit so I may have to go and have the surgery done. So, let me, I'll go back, back to ManCan and tell them exactly what you said. But it's kind of funny. I've only been here three week, or four weeks and the gentleman I work with is supposed to be doing the jobs that I'm doing. I think that's kind of crazy. Yeah. I mean, unfortunately there's not much I can do to help with that. Like I said, we, um- No. I h- I under, I understand dear. I mean, but I'm just saying, I've only been here for th- four weeks. This will be my fourth week and he's supposed to be doing the jobs that I'm supposed to be doing. And he, he disappears and hides for like an hour, two hours at a time and then decides to show back up and start doing his job again. I mean, it's crazy. I mean, he's 60, I'm 57, I'll be 58 next month. And I used to be a mechanic full time at Broadway Auto Up in Alliance and for all I understand, he tried working on his own vehicle, he can't even get it to run. He wants me to look at it to see if I can fix it. I mean, I'm not trying to get anybody in trouble. I mean, I would just like to know, uh, why I'm doing his job and... You don't

understand what I'm saying? I'm, I've only been here, like I said, four weeks and the other people that I work with fucking love the hell out of me because I'm not afraid to do heavy, heavy work. I mean, like I said, I can still lift 50 pounds, 100 pounds, no problem. But I don't know. The other dude fucking seems to disappear for hour at a time and then they ask me where he's at. It's like, "I have no idea." I, I do my job by trying to do the best I can do, as much as I can. Yeah. I mean, it sounds- Thank you. ... like those are all valid concerns. Um, like I said, the, literally the only thing that we do for ManCan is administer their medical insurance. So, if you're not interested in enrolling in the benefits that they offer, um, there's really not- Well, yeah, I will- ... much I can do. ... I'm gonna, I'm gonna have to talk to my boss up there, or my supervisor and see what he decides and go from there. But, uh, medical? Yeah, because-I mean, I, like I said, I do have issues with my back. I've had one of them, uh, cortisone shots in it and they said if they didn't fix it that they might have to go in and do surgery and I really don't want any back surgery. I mean, you can understand what I'm coming from. I mean, I do not need to have my back messed up. I mean... It's probably, it probably all dates back to when I got in a car accident back in 2000... or no, it was in 1988. I hit a telephone pole head-on. Which didn't h- help me or the car any. A '72 Cutlass Supreme, I hit a telephone pole so hard I bounced back off of it and I put my head through the windshield, my knees through the dashboard and I've told doctors this numerous times. Okay, um- I was standing, I, I was actually standing beside the car waiting for the cops to show up 'cause I knocked the power out on one side of the road all the way down. Gotcha. Um. Well, yeah. I mean, if you have a good email address, I'd be more than happy to send you information about the plans being offered through ManCan. Well, I can give you my email address right now if you want, dear. Okay. Yeah. Th- that's essentially what I was just gonna say. I mean, if you wanted that information, I can send it to you. What would be a good email to do so? Uh, bcastroman@gmail.com. Okay. What's that? E-C and then Astro- B-C, bcastroman@gmail.com. I used to drive a '94 Astrovan for 10 years. Okay. Let me just make sure I have that correct. So B as in boy, C as in cat, and then A-S-T-R-O-M-A-N@gmail.com? Astrovan. Oh, van. Okay. Van. Yeah. My '94 Astrovan, I, I tortured that van for nine years. Gotcha. Okay. Hey, I bought it for seven hund- I bought it for 700 bucks and drove it for nine years and scrapped it for 300 bucks, so I made my money off of it. Yeah, that's not too bad. No. All right. It only had, it only had 127,000 miles on when I got it, and it had 198,000 on it when I got rid of it. All righty. So I will go ahead and, um, email you the benefits guide. Um, like I said, it'll go over everything that we offer through your employer, um, how much they cost and some information about the different insurance carriers that we work with. So if you see anything- Okay. There, there's another phone number you can, uh, text or message to. Uh, 3- The only thing I would be... I was just gonna say, the only thing I would be able to send information to is your email. Most of those text messages are, like, automated through the system, so I don't have a way to send it to them, though. Yeah. Yeah. I got, I got one earlier and it had that blue box on it and... I mean, like I said, I love the job where I'm at. I mean, I don't, they don't ask me to bust my ass. I try to find stuff to do to keep busy. And when they took me through for the first initiation, like, it's like they love me already and... I mean, I'm fit. Like I said, I'm gonna be 58 and I'm not afraid to work. You can probably hear my kitty cat. I can. You can? Yeah. That, th- that's Little Shit. That's her actual name. That, her, that's her name, Little Shit. And she is a little bundle of trouble when she wants to be. She's an orange tiger. She looks like Morris the Cat. Her and her sister, whenever they see me on the phone,

they're like, "Okay, well, okay, what's up, Dad?" They're, they're harmless. All righty. Well, um, I sent that in- information to your email. Um, I would just, look it over. If you're not interested, that's fine. Um, if you are- Well- ... just call us back. I, I think I already got the, the message already, so. Okay. Um, just to let you know, it looks like you have up until the 9th of May to get enrolled into the insurance with your employer. Mm-hmm. Uh, so. That's like, that's like, that's four days before my birthday. Oh, nice. Yeah. May 13th. Well, happy early birthday. Well, thank you. Hard to believe I'll be 50, uh, that I'll be 58 years old now and I'm still outworking everybody that I work with, so I mean, that, that's funny. It's pretty good though. Well, my former job, I worked at Broadway Auto over in Alliance. I, I was there for 21 years. I took one day off because my back was acting up and they decided they didn't want me anymore. Hmm. I actually thought about getting a hold of an attorney 'cause that actually sounds like wrongful dis-, wrongful, uh, dismissal. Just because I took a day off because I had back issues. I, I mean, crazy but, I mean, that's how I look at it. And the bad part is, they knew I had issues with my back and they decided they didn't want me after 21 years. But I guess they're minus a, a mechanic and they're losing a bunch of money now 'cause I used to make that shop almost \$2,000 a week. Yeah. Sorry to hear about their bad luck. I'm not trying to be a pain in the butt. I'm just saying. You know what? You're fine. Um, was there anything else maybe that you had questions on regarding the, the insurance? Uh- ... being offered through ManCan? What's that? No, actually, uh, I, as far as ManCan, I mean, I've only been here, this'll be my fourth week and I actually had to take a day off and I explained to 'em it wasn't because of up there, it was because of my back issue. I had to take a day off and they had no problem with that. I mean, 'cause usually whenever somebody takes a day off that early, they usually terminate 'em. And my, Steve, my manager, or whatever you want to call him, said, "They must really like you because normally a person would be terminated after one day." But hey, I'm still there. I keep trying to keep busy and I'm not afraid of hard work even though I am as old as I am. Well, that's good. I mean, I used to lift motors and transmissions and, well, I had that issue with my back. I mean, uh, obviously I can't do that no more. But I still do what I gotta do. Good. Um, well, like I said, if there are any questions that maybe you had on the, the medical insurance through ManCan 'cause that's really all that I can help with on my end. I did send some information to your email for you to look at. Um- Nope. ... but before I let you go, did you have any questions specifically about the insurance? No, I'm sure if I have any questions, I'll buzz you and let you know. Okay. Perfect. Well, I sent that information to your email but I hope you have a wonderful day. Well, evening. I'm getting ready- Evening. ... to go to work at eight o'clock. Getting there. Easy on the sore word. I'm not that old. Come on now there. Gotcha. I'm from the south on my end. I'm from South Carolina so it's just out of respect. Well, you don't, you don't, you don't sound like you're that old, Sue. I mean... I, I'm not. I'm about to turn 30. Yeah. Only 30? Yes. Mm-hmm. Damn. I'll be 58. Damn. You sound very beautiful too. Thank you. I appreciate that. But the girl I talked to previously, like I said, she sounded like an Asian girl, I mean... So, that's how that worked out and I call and I get you, so. Well, you have a good night. I'm gonna get ready to go to work here in about an hour and a half and hopefully my cats won't keep me up too long. All right. You have a wonderful- You gonna ta- ... night then. You gonna say goodbye, little shit? I'm sure you can hear her. Yep, I can hear him. No, her, yeah. Oh, okay. She loves her dad. Okay, well, have a good night. I'll talk to you after I review everything and we'll go from there. All righty. Perfect. All righty. All right. Bye-bye. Bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits and a Card. This is Victoria. How can I help you?

Speaker speaker_1: Uh, yeah, you called me a little bit ago. I told you I had to call you back when I got home. I wasn't able to hear on my phone.

Speaker speaker_0: Okay. Uh, was it me that you spoke with?

Speaker speaker_1: No. Well, this is Brian Carlisle, I mean.

Speaker speaker_0: Okay. We work for a couple different-

Speaker speaker_1: You-

Speaker speaker_0: ... staffing agencies. Let me-

Speaker speaker_1: Well, the girl I talked to had a Asian accent.

Speaker speaker_0: Okay. Um, what's the name of the agency you work for?

Speaker speaker_1: ManCan out of Allian- or Sebring.

Speaker speaker_0: Say your last-

Speaker speaker_1: Actually, it's out of Alli- ManCan out of Alliance. I work for a company called in Sebring.

Speaker speaker_0: Okay. And the last four of your Social?

Speaker speaker_1: 7861.

Speaker speaker_0: You said first name is Brian?

Speaker speaker_1: Yep.

Speaker speaker_0: Okay. And then last name is Carlisle?

Speaker speaker_1: Carlisle, yeah.

Speaker speaker_0: Okay. Do you mind verifying your address and date of birth?

Speaker speaker_1: 263 West Oregon Avenue. May 13th, 1967.

Speaker speaker_0: Okay. Phone number-

Speaker speaker_1: That's it.

Speaker speaker_0: ... 330-257-0564?

Speaker speaker_1: Yep.

Speaker speaker_0: Okay, let me see.

Speaker speaker_1: Yeah. Did you been calling me about, uh, benefits or whatever for ManCan or whatever?

Speaker speaker_0: Yes. This is for the medical insurance being offered through ManCan. It looks like... I guess there was a message sent to you and we were just calling because you responded what kind of benefits. But yeah, this is for the, like, the medical insurance. Um, there's also things like dental and vision being offered. Um, they typically give-

Speaker speaker_1: Well, dental and vision is probably very much all I really need. I mean-

Speaker speaker_0: Okay.

Speaker speaker_1: ... I spent... Back in M- March of '22, I spent a month in the hospital because of heart surgery. I mean, I've been pretty much fine since then, so... Th- th- that sac around my heart got filled up with fluid and they had to go in and drain it, and I spent a month in, on my back w- with three tubes coming out of me.

Speaker speaker_0: Okay. Um, so I know what we offer is not gonna be like, uh, major medical. So as far as dental is concerned, um, it does cover like your preventative services at 100%, and then basic dental work like fillings and extractions at 80%, um, once you meet the \$50 deductible. But it's not gonna cover any major dental work like crowns, orthodontists. So the most it pays out, um, it looks like the annual maximum is \$500. Um-

Speaker speaker_1: Oh wow.

Speaker speaker_0: For vision-

Speaker speaker_1: I was thinking about going in... I was thinking about going in and having all my teeth yanked and get dentures or falsies, whatever you want to call 'em. I don't know-

Speaker speaker_0: Okay.

Speaker speaker_1: ... how those would work.

Speaker speaker_0: Um, like I said, I mean, I... It's not gonna provide any type of coverage for dentures. There's no major coverage with the dental. Um, like I said, the most that this is gonna, the annual maximum that they're gonna pay out for dental is \$500. Um, I know extractions are covered at 80% once you meet the \$50 deductible. Uh, but like-

Speaker speaker_1: Well, I gotta be there a certain amount of days though, don't I?

Speaker speaker_0: No, not necessarily. No. So the way that our coverage works is once it's active, you can use the coverage and the coverage becomes active the following Monday of your first payroll deduction, which after you enroll that can take up to two weeks at most for the first deduction to take place. Now, for what you're specific leading, specifically having done, I don't know that it's gonna provide coverage for you to have all of your teeth removed because-

Speaker speaker_1: Well, I- I still have a insurance through, uh, Uni- UnitedHealthcare.

Speaker speaker_0: Okay.

Speaker speaker_1: So hopefully they help me out on this.

Speaker speaker_0: Okay. Well, um, yeah, I mean if you'd like, I can... If you have a good email-

Speaker speaker_1: I mean-

Speaker speaker_0: ... I can send you the, uh-

Speaker speaker_1: I- I- I-

Speaker speaker_0: ... benefits thing if you want that. If not, that's fine.

Speaker speaker_1: I mean, there, I was off almost, uh, 2018 because I had two surgeries on my left arm and I'm trying to find a doctor who can fix my arm to get me back in shape again 'cause I have to wear a brace on my arm almost all the time. Dr. Nici over at Alliance is the one who did my initial surgery and I have less issu- or I have less feeling in my right ha- or left hand than I did before he did the surgery. I mean, I don't know if that helps you out. I mean, as far as what I need done or what I need fixed. I mean, I mean, I, I'm lifting 55 gallon drums of garbage up there at the shop and the guy I'm supposed to, or supposed to be doing it is older than me and he's not doing his job.

Speaker speaker_0: Okay. So, I personally can't-

Speaker speaker_1: And then you get-

Speaker speaker_0: ... make any suggestions on what you would want to enroll with us. We're just the administrators for ManCan.

Speaker speaker_1: Okay. Uh-

Speaker speaker_0: So, what I can do is I can send a PDF file of the benefits guide that explains everything, like all the plans we offer, what they cover and how much they cost. If you see anything at that point that you would like to enroll into, then that's when you would call us back and we can get you enrolled. But we're just the administrators, so I don't have in-depth information on, to be able to suggest a plan for you.

Speaker speaker_1: Well, I understand but, uh, can I ask you a question? Do you know any neurologists in the area that might be able to take care of my arm? I mean, it's been screwed up since 2018. I mean, I spent almost all of 2018 with my arm in a sling.

Speaker speaker_0: No, sir. I don't have that information. I'm not even located in Ohio. We're just a benefits administer for ManCan.

Speaker speaker_1: You're not in Ohio?

Speaker speaker_0: No. No, sir. I'm in South Carolina. We administer the medical insurance for ManCan Staffing. So, I don't know of any doctors in your area that would be able to help you with that.

Speaker speaker_1: Well, did you-

Speaker speaker_0: The only thing I-

Speaker speaker_1: ... er, uh, do you know anybody that, or even anybody in the United States that can fix my arm?

Speaker speaker_0: No, sir. The only thing that I can do for you is, if you are interested in enrolling into benefits, is enroll you into the benefits.

Speaker speaker_1: Because, I mean, what I'm, like I said, what I'm doing, I'm fi- I'm fi- I'm gonna be 58 next month and the gentleman I work with is going to be s- he's 60 years old. And the, what I'm doing, he is supposed to be doing up there. Emptying garbage cans and stuff like that. And I just found this out, uh, Thursday before I got off work. So, maybe, maybe they better have a chat with their, their, uh, person and get his butt in gear because from what I understand, he's o- on thin ice. Uh, he's about ready to get fired from what I understand.

Speaker speaker_0: Okay. I mean, if you have those concerns, I would suggest speaking to ManCan directly about that. Your employer.

Speaker speaker_1: Well, I told them, I told them f- straight up front that I have issues with my back. I had one of them cortisone injections done in my back about a month ago and I'll tell you what, it, it's not helping one bit so I may have to go and have the surgery done. So, let me, I'll go back, back to ManCan and tell them exactly what you said. But it's kind of funny. I've only been here three week, or four weeks and the gentleman I work with is supposed to be doing the jobs that I'm doing. I think that's kind of crazy.

Speaker speaker_0: Yeah. I mean, unfortunately there's not much I can do to help with that. Like I said, we, um-

Speaker speaker_1: No. I h- I under, I understand dear. I mean, but I'm just saying, I've only been here for th- four weeks. This will be my fourth week and he's supposed to be doing the jobs that I'm supposed to be doing. And he, he disappears and hides for like an hour, two hours at a time and then decides to show back up and start doing his job again. I mean, it's crazy. I mean, he's 60, I'm 57, I'll be 58 next month. And I used to be a mechanic full time at Broadway Auto Up in Alliance and for all I understand, he tried working on his own vehicle, he can't even get it to run. He wants me to look at it to see if I can fix it. I mean, I'm not trying to get anybody in trouble. I mean, I would just like to know, uh, why I'm doing his job and... You don't understand what I'm saying? I'm, I've only been here, like I said, four weeks and the other people that I work with fucking love the hell out of me because I'm not afraid to do heavy, heavy work. I mean, like I said, I can still lift 50 pounds, 100 pounds, no problem. But I don't know. The other dude fucking seems to disappear for hour at a time and then they ask me where he's at. It's like, "I have no idea." I, I do my job by trying to do the best I can do, as much as I can.

Speaker speaker_0: Yeah. I mean, it sounds-

Speaker speaker_1: Thank you.

Speaker speaker_0: ... like those are all valid concerns. Um, like I said, the, literally the only thing that we do for ManCan is administer their medical insurance. So, if you're not interested in enrolling in the benefits that they offer, um, there's really not-

Speaker speaker_1: Well, yeah, I will-

Speaker speaker_0: ... much I can do.

Speaker speaker_1: ... I'm gonna, I'm gonna have to talk to my boss up there, or my supervisor and see what he decides and go from there. But, uh, medical? Yeah, because-I mean, I, like I said, I do have issues with my back. I've had one of them, uh, cortisone shots in it and they said if they didn't fix it that they might have to go in and do surgery and I really don't want any back surgery. I mean, you can understand what I'm coming from. I mean, I do not need to have my back messed up. I mean... It's probably, it probably all dates back to when I got in a car accident back in 2000... or no, it was in 1988. I hit a telephone pole head-on. Which didn't h- help me or the car any. A '72 Cutlass Supreme, I hit a telephone pole so hard I bounced back off of it and I put my head through the windshield, my knees through the dashboard and I've told doctors this numerous times.

Speaker speaker_0: Okay, um-

Speaker speaker_1: I was standing, I, I was actually standing beside the car waiting for the cops to show up 'cause I knocked the power out on one side of the road all the way down.

Speaker speaker_0: Gotcha. Um. Well, yeah. I mean, if you have a good email address, I'd be more than happy to send you information about the plans being offered through ManCan.

Speaker speaker_1: Well, I can give you my email address right now if you want, dear.

Speaker speaker_0: Okay. Yeah. Th- that's essentially what I was just gonna say. I mean, if you wanted that information, I can send it to you. What would be a good email to do so?

Speaker speaker_1: Uh, bcastroman@gmail.com.

Speaker speaker_0: Okay. What's that? E-C and then Astro-

Speaker speaker_1: B-C, bcastroman@gmail.com. I used to drive a '94 Astrovan for 10 years.

Speaker speaker_0: Okay. Let me just make sure I have that correct. So B as in boy, C as in cat, and then A-S-T-R-O-M-A-N@gmail.com?

Speaker speaker_1: Astrovan.

Speaker speaker_0: Oh, van. Okay.

Speaker speaker_1: Van. Yeah. My '94 Astrovan, I, I tortured that van for nine years.

Speaker speaker_0: Gotcha. Okay.

Speaker speaker_1: Hey, I bought it for seven hund- I bought it for 700 bucks and drove it for nine years and scrapped it for 300 bucks, so I made my money off of it.

Speaker speaker_0: Yeah, that's not too bad.

Speaker speaker_1: No.

Speaker speaker_0: All right.

Speaker speaker_1: It only had, it only had 127,000 miles on when I got it, and it had 198,000 on it when I got rid of it.

Speaker speaker_0: All righty. So I will go ahead and, um, email you the benefits guide. Um, like I said, it'll go over everything that we offer through your employer, um, how much they cost and some information about the different insurance carriers that we work with. So if you see anything-

Speaker speaker_1: Okay. There, there's another phone number you can, uh, text or message to. Uh, 3-

Speaker speaker_0: The only thing I would be... I was just gonna say, the only thing I would be able to send information to is your email. Most of those text messages are, like, automated through the system, so I don't have a way to send it to them, though.

Speaker speaker_1: Yeah. Yeah. I got, I got one earlier and it had that blue box on it and... I mean, like I said, I love the job where I'm at. I mean, I don't, they don't ask me to bust my ass. I try to find stuff to do to keep busy. And when they took me through for the first initiation, like, it's like they love me already and... I mean, I'm fit. Like I said, I'm gonna be 58 and I'm not afraid to work. You can probably hear my kitty cat.

Speaker speaker_0: I can.

Speaker speaker_1: You can?

Speaker speaker_0: Yeah.

Speaker speaker_1: That, th- that's Little Shit. That's her actual name. That, her, that's her name, Little Shit. And she is a little bundle of trouble when she wants to be. She's an orange tiger. She looks like Morris the Cat. Her and her sister, whenever they see me on the phone, they're like, "Okay, well, okay, what's up, Dad?" They're, they're harmless.

Speaker speaker_0: All righty. Well, um, I sent that in- information to your email. Um, I would just, look it over. If you're not interested, that's fine. Um, if you are-

Speaker speaker_1: Well-

Speaker speaker_0: ... just call us back.

Speaker speaker_1: I, I think I already got the, the message already, so.

Speaker speaker_0: Okay. Um, just to let you know, it looks like you have up until the 9th of May to get enrolled into the insurance with your employer.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Uh, so.

Speaker speaker_1: That's like, that's like, that's four days before my birthday.

Speaker speaker_0: Oh, nice.

Speaker speaker_1: Yeah. May 13th.

Speaker speaker_0: Well, happy early birthday.

Speaker speaker_1: Well, thank you. Hard to believe I'll be 50, uh, that I'll be 58 years old now and I'm still outworking everybody that I work with, so I mean, that, that's funny.

Speaker speaker_0: It's pretty good though.

Speaker speaker_1: Well, my former job, I worked at Broadway Auto over in Alliance. I, I was there for 21 years. I took one day off because my back was acting up and they decided they didn't want me anymore.

Speaker speaker_0: Hmm.

Speaker speaker_1: I actually thought about getting a hold of an attorney 'cause that actually sounds like wrongful dis-, wrongful, uh, dismissal. Just because I took a day off because I had back issues. I, I mean, crazy but, I mean, that's how I look at it. And the bad part is, they knew I had issues with my back and they decided they didn't want me after 21 years. But I guess they're minus a, a mechanic and they're losing a bunch of money now 'cause I used to make that shop almost \$2,000 a week. Yeah. Sorry to hear about their bad luck. I'm not trying to be a pain in the butt. I'm just saying.

Speaker speaker_0: You know what? You're fine. Um, was there anything else maybe that you had questions on regarding the, the insurance?

Speaker speaker_1: Uh-

Speaker speaker_0: ... being offered through ManCan?

Speaker speaker_1: What's that? No, actually, uh, I, as far as ManCan, I mean, I've only been here, this'll be my fourth week and I actually had to take a day off and I explained to 'em it wasn't because of up there, it was because of my back issue. I had to take a day off and they had no problem with that. I mean, 'cause usually whenever somebody takes a day off that early, they usually terminate 'em. And my, Steve, my manager, or whatever you want to call him, said, "They must really like you because normally a person would be terminated after one day." But hey, I'm still there. I keep trying to keep busy and I'm not afraid of hard work even though I am as old as I am.

Speaker speaker_0: Well, that's good.

Speaker speaker_1: I mean, I used to lift motors and transmissions and, well, I had that issue with my back. I mean, uh, obviously I can't do that no more. But I still do what I gotta do.

Speaker speaker_0: Good. Um, well, like I said, if there are any questions that maybe you had on the, the medical insurance through ManCan 'cause that's really all that I can help with on my end. I did send some information to your email for you to look at. Um-

Speaker speaker_1: Nope.

Speaker speaker_0: ... but before I let you go, did you have any questions specifically about the insurance?

Speaker speaker_1: No, I'm sure if I have any questions, I'll buzz you and let you know.

Speaker speaker_0: Okay. Perfect. Well, I sent that information to your email but I hope you have a wonderful day.

Speaker speaker_1: Well, evening. I'm getting ready-

Speaker speaker_0: Evening.

Speaker speaker_1: ... to go to work at eight o'clock.

Speaker speaker_0: Getting there.

Speaker speaker_1: Easy on the sore word. I'm not that old. Come on now there.

Speaker speaker_0: Gotcha. I'm from the south on my end. I'm from South Carolina so it's just out of respect.

Speaker speaker_1: Well, you don't, you don't, you don't sound like you're that old, Sue. I mean...

Speaker speaker_0: I, I'm not. I'm about to turn 30. Yeah.

Speaker speaker_1: Only 30?

Speaker speaker_0: Yes. Mm-hmm.

Speaker speaker_1: Damn. I'll be 58. Damn. You sound very beautiful too.

Speaker speaker_0: Thank you. I appreciate that.

Speaker speaker_1: But the girl I talked to previously, like I said, she sounded like an Asian girl, I mean... So, that's how that worked out and I call and I get you, so. Well, you have a good night. I'm gonna get ready to go to work here in about an hour and a half and hopefully my cats won't keep me up too long.

Speaker speaker_0: All right. You have a wonderful-

Speaker speaker_1: You gonna ta-

Speaker speaker_0: ... night then.

Speaker speaker_1: You gonna say goodbye, little shit? I'm sure you can hear her.

Speaker speaker_0: Yep, I can hear him.

Speaker speaker_1: No, her, yeah.

Speaker speaker_0: Oh, okay.

Speaker speaker_1: She loves her dad. Okay, well, have a good night. I'll talk to you after I review everything and we'll go from there.

Speaker speaker_0: All righty. Perfect.

Speaker speaker_1: All righty.

Speaker speaker_0: All right. Bye-bye.

Speaker speaker_1: Bye.