

Transcript: VICTORIA

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Full Transcript

Thank you for calling Benefits in a Car. This is Victoria. How can I help you? Yeah. How are you? My name is Bernie Amodufie. I need, uh, to, I work, uh, for, uh, Western Diversity Plastic. I need, uh, the- the information for new medical. Okay. What's the name- ... of the staffing agency you're working through? My name, uh, the name- No, sir. Uh, what's the name of the agency you're working through? Western Diversity Plastic. Is that the name of the staffing agency? Oh. You have a translator? Um, o- okay. What, what language do you need? French. French? Yeah, French. Okay, give me just a few seconds. All right. Okay, I believe I merged the call. Okay. Bonjour. Je suis votre interprète aujourd'hui. Tout ce que vous allez dire, veuillez parler clairement et utiliser des phrases courtes. Pour éviter les erreurs, je vérifierai tout le fichier. D'accord. J'ai dit que m'a appelé, parce que je vais-- on m'a, on m'a envoyé un message pour me dire qu'il y a des modifications par rapport à l'assurance maladie, que j'avais fait bien avant chez Westla- Wes- eh, chez WSI. Donc, je travaille au, je travaille à West- Western Diversity Plastic actuellement. Donc, je voulais connaître ces informations qu'ils ont fait par rapport à l'assurance maladie. So um, this call, because, uh, I received a message telling me that there were changes to my medical insurance. And, um, it was, um, at WFI. So I'm currently working at Western Diversity Plastic and so I just wanted to know the information, I just wanted to know the closed information concerning the medical insurance. Hello? Hello? Vous êtes là? Je suis là, je vous connais pas. Hello, reader, can you hear me? I'm so sorry. I had my microphone accidentally muted. Um, can you verify if the name of the agency that you are working through is Workforce Strategies or is it Work Smart? Okay, um, I'm sorry, I was speaking the language. Can you verify if the name of the agency you work for is Workforce Strategies or Is it Work Smart? D'accord. Um, je suis désolé, j'étais en train de parler quand on était... Est-ce que vous pouvez vérifier si le nom de l'agence que vous travaillez en dessous, c'est Workforce Strategies? Well... Um... Uh, this is the interpreter. Just want to confirm. C'est votre interprète. Could you confirm... Could you repeat what you said? Yeah, that's it. And, um, you can verify and check my name and see all the information. Uh, concern... So it was concerning my medical insurance. They told me that, uh, if I had the insurance... That every... Every month, uh, fifteen dollars is gonna be deducted. And, uh, they told me that they made some changes and, uh, that I have the right to it. So... As soon as I receive my first paycheck, 30 days from now. That's the message that I received yesterday. Okay, so I'm just trying to confirm the name of the agency that you work for, because we have two different agencies that we work for that are similar. I understand your concern, um, and your questions about the coverage, and I can definitely help you with that, but I need to verify I'm pulling the correct information. So what is the last four of your Social? D'accord. Je suis en train d'essayer de confirmer le nom de l'agence que vous... avez utilisé, parce que nous avons deux différentes agences qui sont similaires. Donc, je comprends votre

préoccupation et vos questions à propos de la couverture, et je pourrais vous aider avec ça, mais j'ai besoin de m'accéder aux bonnes informations. Donc, quels sont les quatre derniers chiffres de votre numéro de sécurité sociale? The last four of your Social Security number? The last four of my Social Security number is zero, five, eight, nine. Was that 0589? Let me just confirm that. Was that 0589? Yes. Okay, and your first and last name? Ok, and your first and last name? Amadou Bague. Amadou Bague? Yeah. Okay, and then if you'll verify your address and date of birth. Okay, and then if you'll verify your address and date of birth. My date of birth is the 7th of April, 1988. That's the interpreter. Just wanna confirm the date. That's your interpreter. I just wanted to confirm that you said April 7th, 1988. Yeah. Uh, my date of birth is the 7th of April, 1988. And your mailing address? And your mailing address? Colgrove, Colgro... 28, 28A Colgrove Avenue. My postal address is 49048. This is the interpreter. I'm just going to confirm the address. This is your interpreter. I just wanted to confirm that you said 2028. And then Col... Can you spell it for me? Because I don't know how to write it. C-O-G-L-R-O-V-E. Colgrove. C-O-L-G-R-O-V-E? Yeah. Yeah. Okay, so my address is 2028 Cole Grove Avenue... Okay. And the zip code is 49048. Okay, and your phone number is 757-8147? This is interpreter. You say 757-8147? Yes, uh-huh. And your phone number is 757-8147? Right? He tells her to use the telephone. He says the number on which he called. Yes, it's-- Uh, that phone number that I called you on. Okay, and then your email is gonna be a, and then your last name, b-a-r-r-y... 588@yahoo.com? And your email address is a.barry588@yahoo.com? Yes, that's my email. Okay, thank you for that. Um, so I see that you recently called us on the 23rd of April to cancel the enrollment. Um, and we processed the cancellation for you. So, you are not currently enrolled into anything at this time. This is the interpreter. I heard, uh... Did you say the 23rd of April? You called on 23rd of April? Yes, uh, the 23rd of April. Uh, he called in to cancel his coverage and his coverage has been canceled due to that. Okay... So, I see that there have been some changes. So, I just wanted to call to know, uh, what are the changes. Well, and, uh, if it's... If it has been better or not, and what to do to react to it. So, I'm just calling because I... Because of the message that I received yesterday. Okay. So just keep in mind that the text messages or emails, all of those are, you know, automated, uh, notifications sent to every employee. Um, so I mean, nothing has changed since you have called in to cancel coverage. The only thing that's changed is that the cancellation went through. So, are you wanting to enroll into the benefits or not? So, actually, all messages, SMS, or emails, they are automated. So these are the notifications that are sent to everyone. So, nothing has changed since you have called in to cancel coverage. The only thing that's changed is that the cancellation went through. So, are you wanting to enroll into the benefits or not? Okay. So then what are you wanting to enroll into? Um, we offer multiple medical plans but we also offer things like dental and, uh, vision. So what exactly are you wanting to enroll into? Okay, so... So, what do you want to enroll in? Because we offer different medical plans. We also offer things like dental and vision. So I want to understand, what was I enrolled in the first plan before? You were enrolled into the MEC, which is a preventive medical plan. It only covered your preventative services. That would be things like yearly physicals, vaccinations, and preventative screenings. Now, you do have to stay in network for that plan. But like I said, again, it only covers your preventative services. You were well-instructed by the MEC, who is a medical medical medical medical medical medical medical service preventatives. It will be things like your exam, physical exam, medical, annual exam, vaccinations, and also testing preventive. But as I said, it covers only preventive

services. Okay. This is the interpreter. I'm just going to ask for clarification. This is the interpreter. You said that... Could you repeat that? I did not understand what you were saying. That cost \$15 a month? Tell me that \$15 were going to be deducted every month. For the pricing on the majority of our plans, actually, all of our plans, you pay for weekly. But yes, the price for that plan would be \$15.91 a week for employee only. For all of our plans, you have to pay them weekly. The price for this plan is \$15.91 per week for the employee only. Okay, well, what would you like to... What would you suggest? What were you offering me with the price, of course? I cannot make any suggestions. I can only go over the plans being offered and describe them to you. I can also send this information to your email so that you can look over the different plans and choose a plan for yourself. But unfortunately, I cannot make any recommendations. I can't make any suggestions. I can just tell you about the plans being offered and describe them to you. I can also send this information to your email so that you can look over the different plans and choose a plan for yourself. But unfortunately, I cannot make any recommendations. Okay, I understand. All right. So would you like me to send this information to your email so you can look over it? It looks like you have until the 30th of May to get enrolled into the benefits. So you do have some time. Oui, c'est ça, ils m'ont envoyé dans le message jusqu'au 30 mai. Donc, elle peut m'envoyer aussi ça par mail et puis leur adresse aussi, comme ça je pourrais passer la voir directement. Avoir deux semaines comme ça. Yes, that's the-- that's what I got also in the message, uh, till the 30th of May. So, um, you can also send it to me by email and also your add-- uh, your address so that I can pass there directly, maybe in two weeks. Okay. So, I am not there locally at Workforce Strategies. We are just the benefits administrators for your employer. So I, I'm not with your employer. But I can send you the information for the benefits to your email and then you can either, um, fill out a enrollment form with your employer and have it forwarded to us or you can call us back and we can enroll you over the, the phone. D'accord. Mais, donc, euh, je ne suis pas là localement au travail, à votre Workforce Strategies. Donc, euh, nous sommes juste les administrateurs de, des avantages pour votre employeur. Donc, je ne suis pas avec votre employeur. Mais je peux vous envoyer ces informations des avantages par email et vous pouvez soit, euh, remplir un formulaire d'inscription avec votre employeur et, euh, nous, nous envoyer ou bien, vous pouvez nous rappeler qu'on puisse vous offrir par téléphone. Okay. Si, si, ça c'est possible, c'est plus facile. Je vais, je vais appeler. Okay. Um, if calling is possible, then I'll call. Okay. Um, so I will send that information to your email. Was there anything else you needed help with today? D'accord. Je vais vous envoyer ces informations, je vais vous envoyer ces informations par email. Y a-t-il autre chose que vous avez besoin d'aide avec aujourd'hui? Oui. Je voudrais savoir que, et si je l'appelle seulement, donc ils pourront le faire directement, rapidement comme ça. I just wanted to know if I call and if you will be able to do it, um, quickly. I mean, yes. We, we can get you enrolled over the phone but, um, any type of enrollment can take about one to two weeks to be processed through your payroll. So the coverage will not start immediately. Coverage starts the following Monday of your first payroll deduction which can take about two weeks to be made. Donc, oui. Donc, nous pouvons vous offrir par téléphone, mais tout type d'inscription peut prendre une à deux, à deux semaines pour être traité. Donc, euh, par le... dans l'autre trou dans la, dans le salaire, dans la paye et, euh, votre couverture ne va pas commencer immédiatement. Le coverage commence le, le lend-- le, le lundi suivant, votre, euh, déduction de salaire qui peut es-- qui peut prendre deux semaines pour être fait. Okay. Il y a pas de problème. J'ai compris. Okay. There's no problem.

I understand. Okay. Um, I sent the information to your email. Was there anything else you needed help with today? D'accord. J'ai envoyé les informations. Je confirme les informations par email. Y a-t-il autre chose que vous avez besoin d'aide avec aujourd'hui? Donc, euh, si ça-- si c'est activé, c'est, ils vont m'envoyer tout et par-- sur mon adresse avec la carte et tout? So, um, if it's activated, um, you're going to send everything to my address with the-- it's acquired and all? Yes. Once the coverage becomes active which again will be the following Monday of your first payroll deduction, ID cards are made and sent to you by mail. Now depending on the medical plan that you choose, sometimes the ID card is emailed to you versus being sent by mail. Donc, euh, oui donc dès que le coverage sera actif... Encore une fois ce sera le lundi suivant votre, euh, la, la première retenue du salaire. Donc mes cartes d'identité vont être prêtes et elles vont vous être-- euh, euh, elle sera envoyée par la poste. Et donc, euh, selon le plan que vous choisissez parfois la carte d'identité est renvoyée par email au lieu d'être envoyée par, à la poste. Par email? Okay. Donc c'est moi qui va l'imprimer quoi. Il y a pas de problème. Okay, so then that's me. I will just print it, no problem. Okay. Um, was there anything else that you needed help with today sir? D'accord. Y a-t-il autre chose que je, que je vous ai aidé avec aujourd'hui monsieur? Non, j'ai plus de questions. Je vais, je vais vous, je vais lire le truc et vous rappeler. Merci beaucoup. No, um, I don't have any more questions so I'm gonna read the, um, I'm gonna read the thing and then I'll call you back. Okay. You have a wonderful day. D'accord, ouais. Passez une merveilleuse journée. De la même façon. Thank you, you too. And um, is there anything else the interpreter can help you with? Uh, no thank you. You have a good day as well. All right, bye.

Conversation Format

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

Speaker speaker_1: Yeah. How are you? My name is Bernie Amodufie. I need, uh, to, I work, uh, for, uh, Western Diversity Plastic. I need, uh, the- the information for new medical.

Speaker speaker_0: Okay. What's the name- ... of the staffing agency you're working through?

Speaker speaker_1: My name, uh, the name-

Speaker speaker_0: No, sir. Uh, what's the name of the agency you're working through?

Speaker speaker_1: Western Diversity Plastic.

Speaker speaker_0: Is that the name of the staffing agency?

Speaker speaker_1: Oh. You have a translator?

Speaker speaker_0: Um, o- okay. What, what language do you need?

Speaker speaker_1: French.

Speaker speaker_0: French?

Speaker speaker_1: Yeah, French.

Speaker speaker_0: Okay, give me just a few seconds.

Speaker speaker_1: All right.

Speaker speaker_0: Okay, I believe I merged the call.

Speaker speaker_2: Okay. Bonjour. Je suis votre interprète aujourd'hui. Tout ce que vous allez dire, veuillez parler clairement et utiliser des phrases courtes. Pour éviter les erreurs, je vérifierai tout le fichier.

Speaker speaker_1: D'accord. J'ai dit que m'a appelé, parce que je vais-- on m'a, on m'a envoyé un message pour me dire qu'il y a des modifications par rapport à l'assurance maladie, que j'avais fait bien avant chez Westla- Wes- eh, chez WSI. Donc, je travaille au, je travaille à West- Western Diversity Plastic actuellement. Donc, je voulais connaître ces informations qu'ils ont fait par rapport à l'assurance maladie.

Speaker speaker_2: So um, this call, because, uh, I received a message telling me that there were changes to my medical insurance. And, um, it was, um, at WFI. So I'm currently working at Western Diversity Plastic and so I just wanted to know the information, I just wanted to know the closed information concerning the medical insurance.

Speaker speaker_1: Hello?

Speaker speaker_2: Hello?

Speaker speaker_1: Vous êtes là?

Speaker speaker_2: Je suis là, je vous connais pas. Hello, reader, can you hear me?

Speaker speaker_0: I'm so sorry. I had my microphone accidentally muted. Um, can you verify if the name of the agency that you are working through is Workforce Strategies or is it Work Smart?

Speaker speaker_2: Okay, um, I'm sorry, I was speaking the language. Can you verify if the name of the agency you work for is Workforce Strategies or Is it Work Smart? D'accord. Um, je suis désolé, j'étais en train de parler quand on était... Est-ce que vous pouvez vérifier si le nom de l'agence que vous travaillez en dessous, c'est Workforce Strategies? Well... Um... Uh, this is the interpreter. Just want to confirm. C'est votre interprète. Could you confirm... Could you repeat what you said? Yeah, that's it. And, um, you can verify and check my name and see all the information. Uh, concern... So it was concerning my medical insurance. They told me that, uh, if I had the insurance... That every... Every month, uh, fifteen dollars is gonna be deducted. And, uh, they told me that they made some changes and, uh, that I have the right to it. So... As soon as I receive my first paycheck, 30 days from now. That's the message that I received yesterday.

Speaker speaker_0: Okay, so I'm just trying to confirm the name of the agency that you work for, because we have two different agencies that we work for that are similar. I understand your concern, um, and your questions about the coverage, and I can definitely help you with that, but I need to verify I'm pulling the correct information. So what is the last four of your

Social?

Speaker speaker_2: D'accord. Je suis en train d'essayer de confirmer le nom de l'agence que vous... avez utilisé, parce que nous avons deux différentes agences qui sont similaires. Donc, je comprends votre préoccupation et vos questions à propos de la couverture, et je pourrais vous aider avec ça, mais j'ai besoin de m'accéder aux bonnes informations. Donc, quels sont les quatre derniers chiffres de votre numéro de sécurité sociale?

Speaker speaker_3: The last four of your Social Security number?

Speaker speaker_2: The last four of my Social Security number is zero, five, eight, nine.

Speaker speaker_0: Was that 0589?

Speaker speaker_2: Let me just confirm that. Was that 0589?

Speaker speaker_3: Yes.

Speaker speaker_0: Okay, and your first and last name?

Speaker speaker_2: Ok, and your first and last name?

Speaker speaker_3: Amadou Bargue.

Speaker speaker_2: Amadou Bargue?

Speaker speaker_3: Yeah.

Speaker speaker_0: Okay, and then if you'll verify your address and date of birth.

Speaker speaker_2: Okay, and then if you'll verify your address and date of birth.

Speaker speaker_3: My date of birth is the 7th of April, 1988.

Speaker speaker_2: That's the interpreter. Just wanna confirm the date. That's your interpreter. I just wanted to confirm that you said April 7th, 1988.

Speaker speaker_3: Yeah.

Speaker speaker_2: Uh, my date of birth is the 7th of April, 1988.

Speaker speaker_0: And your mailing address?

Speaker speaker_2: And your mailing address?

Speaker speaker_3: Colgrove, Colgro... 28, 28A Colgrove Avenue. My postal address is 49048.

Speaker speaker_2: This is the interpreter. I'm just going to confirm the address. This is your interpreter. I just wanted to confirm that you said 2028. And then Col... Can you spell it for me? Because I don't know how to write it.

Speaker speaker_3: C-O-G-L-R-O-V-E. Colgrove.

Speaker speaker_2: C-O-L-G-R-O-V-E?

Speaker speaker_3: Yeah. Yeah.

Speaker speaker_2: Okay, so my address is 2028 Cole Grove Avenue...

Speaker speaker_4: Okay.

Speaker speaker_2: And the zip code is 49048.

Speaker speaker_0: Okay, and your phone number is 757-8147?

Speaker speaker_2: This is interpreter. You say 757-8147?

Speaker speaker_0: Yes, uh-huh.

Speaker speaker_2: And your phone number is 757-8147? Right?

Speaker speaker_4: He tells her to use the telephone. He says the number on which he called.

Speaker speaker_2: Yes, it's-- Uh, that phone number that I called you on.

Speaker speaker_0: Okay, and then your email is gonna be a, and then your last name, b-a-r-r-y... 588@yahoo.com?

Speaker speaker_2: And your email address is a.barry588@yahoo.com? Yes, that's my email.

Speaker speaker_0: Okay, thank you for that. Um, so I see that you recently called us on the 23rd of April to cancel the enrollment. Um, and we processed the cancellation for you. So, you are not currently enrolled into anything at this time.

Speaker speaker_2: This is the interpreter. I heard, uh... Did you say the 23rd of April? You called on 23rd of April?

Speaker speaker_0: Yes, uh, the 23rd of April. Uh, he called in to cancel his coverage and his coverage has been canceled due to that.

Speaker speaker_2: Okay... So, I see that there have been some changes. So, I just wanted to call to know, uh, what are the changes. Well, and, uh, if it's... If it has been better or not, and what to do to react to it. So, I'm just calling because I... Because of the message that I received yesterday.

Speaker speaker_0: Okay. So just keep in mind that the text messages or emails, all of those are, you know, automated, uh, notifications sent to every employee. Um, so I mean, nothing has changed since you have called in to cancel coverage. The only thing that's changed is that the cancellation went through. So, are you wanting to enroll into the benefits or not?

Speaker speaker_2: So, actually, all messages, SMS, or emails, they are automated. So these are the notifications that are sent to everyone. So, nothing has changed since you have called in to cancel coverage. The only thing that's changed is that the cancellation went through. So, are you wanting to enroll into the benefits or not?

Speaker speaker_0: Okay. So then what are you wanting to enroll into? Um, we offer multiple medical plans but we also offer things like dental and, uh, vision. So what exactly are you wanting to enroll into?

Speaker speaker_2: Okay, so... So, what do you want to enroll in? Because we offer different medical plans. We also offer things like dental and vision. So I want to understand, what was I enrolled in the first plan before?

Speaker speaker_0: You were enrolled into the MEC, which is a preventive medical plan. It only covered your preventative services. That would be things like yearly physicals, vaccinations, and preventative screenings. Now, you do have to stay in network for that plan. But like I said, again, it only covers your preventative services.

Speaker speaker_2: You were well-instructed by the MEC, who is a medical medical medical medical medical service preventatives. It will be things like your exam, physical exam, medical, annual exam, vaccinations, and also testing preventive. But as I said, it covers only preventive services. Okay. This is the interpreter. I'm just going to ask for clarification. This is the interpreter. You said that... Could you repeat that? I did not understand what you were saying. That cost \$15 a month? Tell me that \$15 were going to be deducted every month.

Speaker speaker_0: For the pricing on the majority of our plans, actually, all of our plans, you pay for weekly. But yes, the price for that plan would be \$15.91 a week for employee only.

Speaker speaker_2: For all of our plans, you have to pay them weekly. The price for this plan is \$15.91 per week for the employee only. Okay, well, what would you like to... What would you suggest? What were you offering me with the price, of course?

Speaker speaker_0: I cannot make any suggestions. I can only go over the plans being offered and describe them to you. I can also send this information to your email so that you can look over the different plans and choose a plan for yourself. But unfortunately, I cannot make any recommendations.

Speaker speaker_2: I can't make any suggestions. I can just tell you about the plans being offered and describe them to you. I can also send this information to your email so that you can look over the different plans and choose a plan for yourself. But unfortunately, I cannot make any recommendations. Okay, I understand. All right.

Speaker speaker_0: So would you like me to send this information to your email so you can look over it? It looks like you have until the 30th of May to get enrolled into the benefits. So you do have some time.

Speaker speaker_1: Oui, c'est ça, ils m'ont envoyé dans le message jusqu'au 30 mai. Donc, elle peut m'envoyer aussi ça par mail et puis leur adresse aussi, comme ça je pourrais passer la voir directement. Avoir deux semaines comme ça.

Speaker speaker_2: Yes, that's the-- that's what I got also in the message, uh, till the 30th of May. So, um, you can also send it to me by email and also your add-- uh, your address so that I can pass there directly, maybe in two weeks.

Speaker speaker_0: Okay. So, I am not there locally at Workforce Strategies. We are just the benefits administrators for your employer. So I, I'm not with your employer. But I can send you the information for the benefits to your email and then you can either, um, fill out a enrollment form with your employer and have it forwarded to us or you can call us back and we can enroll you over the, the phone.

Speaker speaker_2: D'accord. Mais, donc, euh, je ne suis pas là localement au travail, à votre Workforce Strategies. Donc, euh, nous sommes juste les administrateurs de, des avantages pour votre employeur. Donc, je ne suis pas avec votre employeur. Mais je peux vous envoyer ces informations des avantages par email et vous pouvez soit, euh, remplir un formulaire d'inscription avec votre employeur et, euh, nous, nous envoyer ou bien, vous pouvez nous rappeler qu'on puisse vous offrir par téléphone.

Speaker speaker_1: Okay. Si, si, ça c'est possible, c'est plus facile. Je vais, je vais appeler.

Speaker speaker_2: Okay. Um, if calling is possible, then I'll call.

Speaker speaker_0: Okay. Um, so I will send that information to your email. Was there anything else you needed help with today?

Speaker speaker_2: D'accord. Je vais vous envoyer ces informations, je vais vous envoyer ces informations par email. Y a-t-il autre chose que vous avez besoin d'aide avec aujourd'hui?

Speaker speaker_1: Oui. Je voudrais savoir que, et si je l'appelle seulement, donc ils pourront le faire directement, rapidement comme ça.

Speaker speaker_2: I just wanted to know if I call and if you will be able to do it, um, quickly.

Speaker speaker_0: I mean, yes. We, we can get you enrolled over the phone but, um, any type of enrollment can take about one to two weeks to be processed through your payroll. So the coverage will not start immediately. Coverage starts the following Monday of your first payroll deduction which can take about two weeks to be made.

Speaker speaker_2: Donc, oui. Donc, nous pouvons vous offrir par téléphone, mais tout type d'inscription peut prendre une à deux, à deux semaines pour être traité. Donc, euh, par le... dans l'autre trou dans la, dans le salaire, dans la paye et, euh, votre couverture ne va pas commencer immédiatement. Le coverage commence le, le lend-- le, le lundi suivant, votre, euh, déduction de salaire qui peut es-- qui peut prendre deux semaines pour être fait.

Speaker speaker_1: Okay. Il y a pas de problème. J'ai compris.

Speaker speaker_2: Okay. There's no problem. I understand.

Speaker speaker_0: Okay. Um, I sent the information to your email. Was there anything else you needed help with today?

Speaker speaker_2: D'accord. J'ai envoyé les informations. Je confirme les informations par email. Y a-t-il autre chose que vous avez besoin d'aide avec aujourd'hui?

Speaker speaker_1: Donc, euh, si ça-- si c'est activé, c'est, ils vont m'envoyer tout et par-- sur mon adresse avec la carte et tout?

Speaker speaker_2: So, um, if it's activated, um, you're going to send everything to my address with the-- it's acquired and all?

Speaker speaker_0: Yes. Once the coverage becomes active which again will be the following Monday of your first payroll deduction, ID cards are made and sent to you by mail. Now depending on the medical plan that you choose, sometimes the ID card is emailed to you versus being sent by mail.

Speaker speaker_2: Donc, euh, oui donc dès que le coverage sera actif... Encore une fois ce sera le lundi suivant votre, euh, la, la première retenue du salaire. Donc mes cartes d'identité vont être prêtes et elles vont vous être-- euh, euh, elle sera envoyée par la poste. Et donc, euh, selon le plan que vous choisissiez parfois la carte d'identité est renvoyée par email au lieu d'être envoyée par, à la poste.

Speaker speaker_1: Par email? Okay. Donc c'est moi qui va l'imprimer quoi. Il y a pas de problème.

Speaker speaker_2: Okay, so then that's me. I will just print it, no problem.

Speaker speaker_0: Okay. Um, was there anything else that you needed help with today sir?

Speaker speaker_2: D'accord. Y a-t-il autre chose que je, que je vous ai aidé avec aujourd'hui monsieur?

Speaker speaker_1: Non, j'ai plus de questions. Je vais, je vais vous, je vais lire le truc et vous rappeler. Merci beaucoup.

Speaker speaker_2: No, um, I don't have any more questions so I'm gonna read the, um, I'm gonna read the thing and then I'll call you back.

Speaker speaker_0: Okay. You have a wonderful day.

Speaker speaker_2: D'accord, ouais. Passez une merveilleuse journée.

Speaker speaker_1: De la même façon.

Speaker speaker_2: Thank you, you too. And um, is there anything else the interpreter can help you with?

Speaker speaker_0: Uh, no thank you. You have a good day as well.

Speaker speaker_2: All right, bye.