

## **Transcript: Estefania**

**Acevedo-4590724225646592-4519229059186688**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Buda Fitness and Card, my name is Stephanie, how can I assist you? Hi Stephanie. Uh, they told me, uh, after I get my first paycheck, to call to make some changes to the insurance plan. Okay. Uh, what's the name of the staffing agency that you work for and then the last four of your social? Yeah. The agency is Cardtron Staffing. Okay. Y number the last four. And my last four is 4923. Thank you. And for security purposes, can you verify your full address as well as your date of birth? Yes. Date of birth is 08-16-1980. And the address es 13027 Larissa Lane, Houston, Texas 77044. Thank you. Is your phone number still 832-434-8954? Yes, that's correct. And then I have your last name, first name, 31 at gmail.com. Is that still up to date? Yes, that's correct. Okay. All right, sir, um, did you wanna go ahead and enroll? No. Y- They said they was gonna automatically enroll me in something. And if I don't have something I can change it, just call, but, uh, what am I enrolling automatically and how much they gonna deduct from my paycheck? That's, that's my first question. So, they auto-enroll their members into the preventative healthcare plan called Stay Healthy MEC TeleRS, which that plan covers like your an- some annuals, like one, one physical a year, um, some vaccinations, some cancer screenings, some even counseling, but it's only a preventative plan. Um, it won't cover any, like hospital services if you were to get sick. It's only for preventative services. Okay. And that's a weekly deduction of \$16 out of your check. Uh-huh. Okay. Well, I'm gonna go ahead and waive it. I don't want that. Okay, give me one second. Is there an option for short-term disability or no? There's none of that. So yeah, there is different plans and one of those is short-term disability. Um, but I was gonna tell you that the cancellations take seven to 10 days, so you may experience one or two deductions before that cancellation is completed. Okay. That's fine. That's just \$16 I don't have to pay? Yes, sir. Yes. Okay. I'll wait. Yeah, go ahead and cancel it, uh, before you get charged something. Okay. Um, did you have any questions for me though? Yes. Um, the short-term disability, do I have to enroll or I- Yes. ... I am automatically enrolled? No. You would have to enroll. Um, before I cancel it, so are you interested in the benefits or no? Well, in the short-term disability, yes. Okay. How much is that? 500 a month? So let me... Before I cancel anything, let me go over the plans just to make sure that we're on the same page. Okay, so you are interested in benefits, but you don't want the one that they auto-enroll you in. Is that correct? Yes. Okay. Correct. So there's different plans and depending on what plan you get as well as depending if you choose addends to the plans is how much the weekly deductions are. Do you just want me to go over all the plans with you and then you can just tell me which one you would like? And, and so when do I have, so I can enroll on that short-term disability? Give me one second. You have until, let's see, you have until November 22nd. Okay. To- I'll call you when the day when I... For right now, just cancel the, those, that preventive medicine. Okay, give me one second.

Okay, I went ahead and, um, did that cancellation for the NEC 00:04:39rent. Um, just keep in mind, it takes seven to 10 days for any cancellations to be done. So you may still experience one or two deductions, um, but you have 'til November 22nd, I believe I said. Let me make sure it's the month. Yeah, 'til the 22nd. If you do decide to select any benefits, um, you're welcome to give us a call before that date is up, 'cause after, you won't be able to unroll unless they're at their company open enrollment period, which for Carlton, let me verify to see when that would be. It's in December. So, if you don't call before the 22nd and you miss your personal enrollment period, um, their next company open enrollment is between the month of December and January. Um, I don't have the exact dates, but it's usually within the same months. Okay. As of last- Thank you for your help. You're welcome. Did you have any more questions, though? No, everything is good. Thank you. Okay, have a nice day. Um, did you want me to, by any chance, to send you the guide of the, of all the plans that they offer so that you can look over it? Yeah. 00:25:55 Yeah. Is that a good email to send it to? Yes, the one how you mentioned before. Okay. Um, so I'm gonna go ahead and send it and I don't know if you have any more questions before I let you go. No, everything is good. Uh, you've been so nice. Thank you for your help. You're welcome. Have a nice day. Thanks for calling Benifit Center Card. You too. Thank you both.

## Conversation Format

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Thank you for calling Buda Fitness and Card, my name is Stephanie, how can I assist you?

Speaker speaker\_2: Hi Stephanie. Uh, they told me, uh, after I get my first paycheck, to call to make some changes to the insurance plan.

Speaker speaker\_1: Okay. Uh, what's the name of the staffing agency that you work for and then the last four of your social?

Speaker speaker\_2: Yeah. The agency is Cardtron Staffing.

Speaker speaker\_1: Okay. Y number the last four.

Speaker speaker\_2: And my last four is 4923.

Speaker speaker\_1: Thank you. And for security purposes, can you verify your full address as well as your date of birth?

Speaker speaker\_2: Yes. Date of birth is 08-16-1980. And the address es 13027 Larissa Lane, Houston, Texas 77044.

Speaker speaker\_1: Thank you. Is your phone number still 832-434-8954?

Speaker speaker\_2: Yes, that's correct.

Speaker speaker\_1: And then I have your last name, first name, 31 at gmail.com. Is that still up to date?

Speaker speaker\_2: Yes, that's correct.

Speaker speaker\_1: Okay. All right, sir, um, did you wanna go ahead and enroll?

Speaker speaker\_2: No.

Speaker speaker\_1: Y-

Speaker speaker\_2: They said they was gonna automatically enroll me in something. And if I don't have something I can change it, just call, but, uh, what am I enrolling automatically and how much they gonna deduct from my paycheck? That's, that's my first question.

Speaker speaker\_1: So, they auto-enroll their members into the preventative healthcare plan called Stay Healthy MEC TeleRS, which that plan covers like your an- some annuals, like one, one physical a year, um, some vaccinations, some cancer screenings, some even counseling, but it's only a preventative plan. Um, it won't cover any, like hospital services if you were to get sick. It's only for preventative services.

Speaker speaker\_2: Okay.

Speaker speaker\_1: And that's a weekly deduction of \$16 out of your check.

Speaker speaker\_2: Uh-huh. Okay. Well, I'm gonna go ahead and waive it. I don't want that.

Speaker speaker\_1: Okay, give me one second.

Speaker speaker\_2: Is there an option for short-term disability or no? There's none of that.

Speaker speaker\_1: So yeah, there is different plans and one of those is short-term disability. Um, but I was gonna tell you that the cancellations take seven to 10 days, so you may experience one or two deductions before that cancellation is completed.

Speaker speaker\_2: Okay. That's fine. That's just \$16 I don't have to pay?

Speaker speaker\_1: Yes, sir.

Speaker speaker\_2: Yes. Okay. I'll wait. Yeah, go ahead and cancel it, uh, before you get charged something.

Speaker speaker\_1: Okay. Um, did you have any questions for me though?

Speaker speaker\_2: Yes. Um, the short-term disability, do I have to enroll or I-

Speaker speaker\_1: Yes.

Speaker speaker\_2: ... I am automatically enrolled?

Speaker speaker\_1: No. You would have to enroll. Um, before I cancel it, so are you interested in the benefits or no?

Speaker speaker\_2: Well, in the short-term disability, yes.

Speaker speaker\_1: Okay.

Speaker speaker\_2: How much is that? 500 a month?

Speaker speaker\_1: So let me... Before I cancel anything, let me go over the plans just to make sure that we're on the same page. Okay, so you are interested in benefits, but you don't want the one that they auto-enroll you in. Is that correct?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Okay.

Speaker speaker\_2: Correct.

Speaker speaker\_1: So there's different plans and depending on what plan you get as well as depending if you choose addends to the plans is how much the weekly deductions are. Do you just want me to go over all the plans with you and then you can just tell me which one you would like?

Speaker speaker\_2: And, and so when do I have, so I can enroll on that short-term disability?

Speaker speaker\_1: Give me one second. You have until, let's see, you have until November 22nd.

Speaker speaker\_2: Okay.

Speaker speaker\_1: To-

Speaker speaker\_2: I'll call you when the day when I... For right now, just cancel the, those, that preventive medicine.

Speaker speaker\_1: Okay, give me one second. Okay, I went ahead and, um, did that cancellation for the NEC 00:04:39rent. Um, just keep in mind, it takes seven to 10 days for any cancellations to be done. So you may still experience one or two deductions, um, but you have 'til November 22nd, I believe I said. Let me make sure it's the month. Yeah, 'til the 22nd. If you do decide to select any benefits, um, you're welcome to give us a call before that date is up, 'cause after, you won't be able to unroll unless they're at their company open enrollment period, which for Carlton, let me verify to see when that would be. It's in December. So, if you don't call before the 22nd and you miss your personal enrollment period, um, their next company open enrollment is between the month of December and January. Um, I don't have the exact dates, but it's usually within the same months.

Speaker speaker\_3: Okay.

Speaker speaker\_1: As of last-

Speaker speaker\_3: Thank you for your help.

Speaker speaker\_1: You're welcome. Did you have any more questions, though?

Speaker speaker\_3: No, everything is good. Thank you.

Speaker speaker\_1: Okay, have a nice day. Um, did you want me to, by any chance, to send you the guide of the, of all the plans that they offer so that you can look over it?

Speaker speaker\_3: Yeah. 00:25:55

Speaker speaker\_1: Yeah. Is that a good email to send it to?

Speaker speaker\_3: Yes, the one how you mentioned before.

Speaker speaker\_1: Okay. Um, so I'm gonna go ahead and send it and I don't know if you have any more questions before I let you go.

Speaker speaker\_3: No, everything is good. Uh, you've been so nice. Thank you for your help.

Speaker speaker\_1: You're welcome. Have a nice day. Thanks for calling Benifit Center Card.

Speaker speaker\_3: You too. Thank you both.