Transcript: Chris Sofield (deactivated)-4580131078619136-5556679503986688

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and a Card. This is Chris. How can I help you today? Hi, Chris. Uh, my name is Armando. I work for Oxford, and I've been, I've been trying to, to, uh, to select my benefits, but it says that enrollment is not allowed, and, and it gives me this number. Okay. Let me take a look at your file and see what could be going on. What's the last four of your Social? It's 0620. And your last name? It's Ezquerra. That's gonna be E, Z as in zebra, Q-U-E, D as in delta, A. All right. Can you verify your address and your date of birth for me please, sir? Yes. The address is 19 Ferguson Drive, Euharlee, Georgia, 30145. And my date of birth is May 13th, 1983. All right. Thank you. I have a phone on file 678-682-4762. Is that correct? That's correct. All right. Okay. Yeah, we can go ahead and set up the enrollment over the phone if you would like. Do you know, uh, what plans did you want to enroll into? Yes. So I'm selecting the employee and the spouse on the Insure Plus Basic. Okay. For the dental, it's employee and spouse. Okay. Disability, employee only. Okay. Term life, employee and spouse. Okay. Vision, employee and spouse. All right. And on the, uh, TeleRx, noth- nothing. Okay. So Insure Plus Basic, dental, life, vision, and disability, employee and spouse where applicable. Um, all right. Let's see here. That totals out to $46.43 per week. Do you authorize Oxford to make those deductions? Yes, sir. All right. And then let't get your spouse's information. What's her first and last name? It's Blanca, B, as in Bob, L-A, N as in Nancy, C as in Charlie, A, and then my last name, Ezquerra. All right. Do you by chance have her Social? Um, I don't think I do. That's fine. If you don't have it at this moment, you can always give us a call back with that information. And- Okay. ... what's her date of birth? It's, uh, September 24th, 1974. All right. And then who are we naming as the beneficiary for the life insurance policy? Her. Okay. All right. So it's gonna take about one to two weeks for the enrollment to process. Uh, once processing is complete, you should start seeing the deductions coming out of your checks. On Monday following, that first deduction is typically when become, when policies become effective. ID cards will usually arrive about a week or two after that effective date. Okay? Okay. Okay, sounds good. All right. Anything else? That's it. I appreciate it. No problem. Thanks again for calling and you have a wonderful day. You too. Thank you. You're welcome. Bye now. Bye-bye.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits and a Card. This is Chris. How can I help you today?

Speaker speaker_2: Hi, Chris. Uh, my name is Armando. I work for Oxford, and I've been, I've been trying to, to, uh, to select my benefits, but it says that enrollment is not allowed, and, and it gives me this number.

Speaker speaker_1: Okay. Let me take a look at your file and see what could be going on. What's the last four of your Social?

Speaker speaker_2: It's 0620.

Speaker speaker_1: And your last name?

Speaker speaker_2: It's Ezquerra. That's gonna be E, Z as in zebra, Q-U-E, D as in delta, A.

Speaker speaker_1: All right. Can you verify your address and your date of birth for me please, sir?

Speaker speaker_2: Yes. The address is 19 Ferguson Drive, Euharlee, Georgia, 30145. And my date of birth is May 13th, 1983.

Speaker speaker_1: All right. Thank you. I have a phone on file 678-682-4762. Is that correct?

Speaker speaker_2: That's correct.

Speaker speaker_1: All right. Okay. Yeah, we can go ahead and set up the enrollment over the phone if you would like. Do you know, uh, what plans did you want to enroll into?

Speaker speaker_2: Yes. So I'm selecting the employee and the spouse on the Insure Plus Basic.

Speaker speaker_1: Okay.

Speaker speaker_2: For the dental, it's employee and spouse.

Speaker speaker_1: Okay.

Speaker speaker_2: Disability, employee only.

Speaker speaker_1: Okay.

Speaker speaker_2: Term life, employee and spouse.

Speaker speaker_1: Okay.

Speaker speaker_2: Vision, employee and spouse.

Speaker speaker_1: All right.

Speaker speaker_2: And on the, uh, TeleRx, noth- nothing.

Speaker speaker_1: Okay. So Insure Plus Basic, dental, life, vision, and disability, employee and spouse where applicable. Um, all right. Let's see here. That totals out to $46.43 per week.

Do you authorize Oxford to make those deductions?

Speaker speaker_2: Yes, sir.

Speaker speaker_1: All right. And then let't get your spouse's information. What's her first and last name?

Speaker speaker_2: It's Blanca, B, as in Bob, L-A, N as in Nancy, C as in Charlie, A, and then my last name, Ezquerra.

Speaker speaker_1: All right. Do you by chance have her Social?

Speaker speaker_2: Um, I don't think I do.

Speaker speaker_1: That's fine. If you don't have it at this moment, you can always give us a call back with that information. And-

Speaker speaker_2: Okay.

Speaker speaker_1: ... what's her date of birth?

Speaker speaker_2: It's, uh, September 24th, 1974.

Speaker speaker_1: All right. And then who are we naming as the beneficiary for the life insurance policy?

Speaker speaker_2: Her.

Speaker speaker_1: Okay. All right. So it's gonna take about one to two weeks for the enrollment to process. Uh, once processing is complete, you should start seeing the deductions coming out of your checks. On Monday following, that first deduction is typically when become, when policies become effective. ID cards will usually arrive about a week or two after that effective date. Okay?

Speaker speaker_2: Okay. Okay, sounds good.

Speaker speaker_1: All right. Anything else?

Speaker speaker_2: That's it. I appreciate it.

Speaker speaker_1: No problem. Thanks again for calling and you have a wonderful day.

Speaker speaker_2: You too. Thank you.

Speaker speaker_1: You're welcome. Bye now.

Speaker speaker_2: Bye-bye.