

Transcript: Francesca

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefit in a Car. My name is Francesca. How can I assist you today? Hi, Francesca. I hope you can help me. I don't know if you can, but we'll try. Um, for this year, I had dropped dental insurance, and I did not mean to do that. Is there any way to reverse that? I'll have to take a look and see if you're eligible to make those changes. What staffing company do you work with? I work with Oxford, uh, Global Resources. What are the last four of the social? 8906. And we did say last name Davis, correct? That is correct. Davis. D-A-V-I-S. Could you please verify your mailing address and your date of birth for me? Yes. My date of birth is July 31st, 1977. The mailing address is 114 Mason Drive, Scottsdale, Pennsylvania 15683. I have that as contact 713-487-8714. I'm sorry, could you repeat that please? Of course. I have that down as 713-787-8714. Oh, yes. That's my phone number. Seven... Yeah, 713-487-8713. Correct. All right, and then we have your email down as your first name, middle initial, last name 001 at gmail.com. At gmail.com. Yes, correct. All right. So the only thing, Mr. Davis, unfortunately we would not be able to add it just because you currently do not have an open enrollment period. Your company's open enrollment period did pass during Augu... I mean October. So we'll have to wait until October to be able to add it back in. Okay. That's unfortunate, but I appreciate it. Oh, wait. I think it was in October. Oh no, it was... Sorry. It was December 18 'cause Ox- Oxford Global had their company open enrollment period from December 4th to the 18th. Okay. I understand. Is there anything else we can assist you with today? No, that's all. Thank you. Understood. My pleasure. I do hope you have a wonderful rest of your day, and thank you for calling us today. All right. You too. Thank you. 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 Benefit in a Car. My name is Francesca. How can I assist you today?

Speaker speaker_2: Hi, Francesca. I hope you can help me. I don't know if you can, but we'll try. Um, for this year, I had dropped dental insurance, and I did not mean to do that. Is there any way to reverse that?

Speaker speaker_1: I'll have to take a look and see if you're eligible to make those changes. What staffing company do you work with?

Speaker speaker_2: I work with Oxford, uh, Global Resources.

Speaker speaker_1: What are the last four of the social?

Speaker speaker_2: 8906.

Speaker speaker_1: And we did say last name Davis, correct?

Speaker speaker_2: That is correct. Davis. D-A-V-I-S.

Speaker speaker_1: Could you please verify your mailing address and your date of birth for me?

Speaker speaker_2: Yes. My date of birth is July 31st, 1977. The mailing address is 114 Mason Drive, Scottdale, Pennsylvania 15683.

Speaker speaker_1: I have that as contact 713-487-8714.

Speaker speaker_2: I'm sorry, could you repeat that please?

Speaker speaker_1: Of course. I have that down as 713-787-8714.

Speaker speaker_2: Oh, yes. That's my phone number. Seven... Yeah, 713-487-8713. Correct.

Speaker speaker_1: All right, and then we have your email down as your first name, middle initial, last name 001 at gmail.com.

Speaker speaker_2: At gmail.com. Yes, correct.

Speaker speaker_1: All right. So the only thing, Mr. Davis, unfortunately we would not be able to add it just because you currently do not have an open enrollment period. Your company's open enrollment period did pass during Augu... I mean October. So we'll have to wait until October to be able to add it back in.

Speaker speaker_2: Okay. That's unfortunate, but I appreciate it.

Speaker speaker_1: Oh, wait. I think it was in October. Oh no, it was... Sorry. It was December 18 'cause Ox- Oxford Global had their company open enrollment period from December 4th to the 18th.

Speaker speaker_2: Okay. I understand.

Speaker speaker_1: Is there anything else we can assist you with today?

Speaker speaker_2: No, that's all. Thank you.

Speaker speaker_1: Understood. My pleasure. I do hope you have a wonderful rest of your day, and thank you for calling us today.

Speaker speaker_2: All right. You too. Thank you. Bye.

Speaker speaker_1: Bye.