

## **Transcript: Francesca**

**Baez-5387660747030528-4785379899031552**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Car. My name is Francesca. How can I assist you today? Hey, Francesca. I'd like to enroll for next year. What staffing company do you work with? Oxford Consulting. And what are the last four of your Social? 6577. And the last name? Leiva, L-E-I-V-A. All right, could I please have the date of birth and the address to make sure I'm in the right place? August 22nd, 1977, 3824 Southwest 15th Street, Gainesville, Florida 32608. And there is no unit or apartment number? I believe it's a home? Correct. Okay. Do you know which plans you would like to be enrolled into by any chance? Yes, the vision, the big vision benefits. Mm-hmm. And, um, the Insure Plus Basic. Okay, and these are all for employee only or will you be putting a dependent on your policy? Employee only. All right. And just Dental and Insure Plus Basic? I'm sorry? Yes, Mr. Leiva, I just wanted to verify, you only want those two plans, the Dental and the Insure Plus Basic? No, not the Dental, the Vision. The Vision- I mean- ... and the Insure Plus Basic. Yes, I'm sorry. I'm not sure why I said Dental. Um, I do have it down as the Vision, the 215 one. Okay. Okay, and then I just need a verbal disclosure that you're authorizing Oxford Global to make the deduction of \$20.15 per paycheck. Yes. Okay, so this policy's gonna become effective January 6th, 2025. The carriers are gonna be sending out your benefit cards Friday of your activation week, which is going to be the 10th of January. Now the only one you won't get physically sent to your home will be that Insure Plus Enhance, I mean Basic, sorry, plan. They're both with the same carrier. Oh, wait, no, they're with different carriers, but with that specific Insure Plus Basic, um, that's the same carrier for the dental and medical that they offered. However, for some reason everything that has to do with the medical plans they offer, they usually send it to the email we have on file. However- Okay. ... if you want a hard copy to be sent to you, at some point after the 6th, give us a call so that we can put in for them to send you a physical copy home. Okay. But that Vision benefit card will be mailed out on the 10th, and the longest it should take to get to you will be that three to four weeks, but it will be the same thing. If you need it sooner, then it will arrive. Give us a c- a call at some point after the 6th so that we can give you a digital version of it while you're away. Okay. Thanks for- All right, so you are all set with the enrollment. Was there anything else we can assist you with today? That's it. Thank you, Francesca. Thank you so much for your time. I hope you have a wonderful rest of your day. You too.

### **Conversation Format**

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

Speaker speaker\_1: Thank you for calling Benefits in a Car. My name is Francesca. How can I assist you today?

Speaker speaker\_2: Hey, Francesca. I'd like to enroll for next year.

Speaker speaker\_1: What staffing company do you work with?

Speaker speaker\_2: Oxford Consulting.

Speaker speaker\_1: And what are the last four of your Social?

Speaker speaker\_2: 6577.

Speaker speaker\_1: And the last name?

Speaker speaker\_2: Leiva, L-E-I-V-A.

Speaker speaker\_1: All right, could I please have the date of birth and the address to make sure I'm in the right place?

Speaker speaker\_2: August 22nd, 1977, 3824 Southwest 15th Street, Gainesville, Florida 32608.

Speaker speaker\_1: And there is no unit or apartment number? I believe it's a home?

Speaker speaker\_2: Correct.

Speaker speaker\_1: Okay. Do you know which plans you would like to be enrolled into by any chance?

Speaker speaker\_2: Yes, the vision, the big vision benefits.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_2: And, um, the Insure Plus Basic.

Speaker speaker\_1: Okay, and these are all for employee only or will you be putting a dependent on your policy?

Speaker speaker\_2: Employee only.

Speaker speaker\_1: All right. And just Dental and Insure Plus Basic?

Speaker speaker\_2: I'm sorry?

Speaker speaker\_1: Yes, Mr. Leiva, I just wanted to verify, you only want those two plans, the Dental and the Insure Plus Basic?

Speaker speaker\_2: No, not the Dental, the Vision. The Vision-

Speaker speaker\_1: I mean-

Speaker speaker\_2: ... and the Insure Plus Basic.

Speaker speaker\_1: Yes, I'm sorry. I'm not sure why I said Dental. Um, I do have it down as the Vision, the 215 one.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Okay, and then I just need a verbal disclosure that you're authorizing Oxford Global to make the deduction of \$20.15 per paycheck.

Speaker speaker\_2: Yes.

Speaker speaker\_1: Okay, so this policy's gonna become effective January 6th, 2025. The carriers are gonna be sending out your benefit cards Friday of your activation week, which is going to be the 10th of January. Now the only one you won't get physically sent to your home will be that Insure Plus Enhance, I mean Basic, sorry, plan. They're both with the same carrier. Oh, wait, no, they're with different carriers, but with that specific Insure Plus Basic, um, that's the same carrier for the dental and medical that they offered. However, for some reason everything that has to do with the medical plans they offer, they usually send it to the email we have on file. However-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... if you want a hard copy to be sent to you, at some point after the 6th, give us a call so that we can put in for them to send you a physical copy home.

Speaker speaker\_2: Okay.

Speaker speaker\_1: But that Vision benefit card will be mailed out on the 10th, and the longest it should take to get to you will be that three to four weeks, but it will be the same thing. If you need it sooner, then it will arrive. Give us a c- a call at some point after the 6th so that we can give you a digital version of it while you're away.

Speaker speaker\_2: Okay. Thanks for-

Speaker speaker\_1: All right, so you are all set with the enrollment. Was there anything else we can assist you with today?

Speaker speaker\_2: That's it. Thank you, Francesca.

Speaker speaker\_1: Thank you so much for your time. I hope you have a wonderful rest of your day.

Speaker speaker\_2: You too.