

Transcript: Francesca

Baez-6490714993016832-5495915137679360

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? Uh, hi. Uh, this is Azeem here. Uh, I'm from company Oxford Global Resources. Uh, uh, so I'm contracting with Oxford Global Resources. I wanted to join for one of the BIC benefits. We don't have any benefits your staffing company offers us. We only administrate them. What are the last four of your Social? My last four of Social is 0426. Hello? Yes, sir. I'm waiting for the system to load. Can I place you on hold? Okay. Thank you. Thank you so much for holding. And you said the last name was Amez? Yes. Mm-hmm. Please verify your mailing address and date of birth for security purposes. My billing address? Yes, sir. Your mailing address. Hello. Yeah. Mailing address is 7132 West Irwin Avenue, Laveen, Arizona 85339. And do you need my cell phone number? No, sir. Your date of birth. Date of... June 2nd. And do you want a year as well? Yes, sir, a complete date of birth, 'cause we need date, your month, and your year, please. June 2nd, 1992. We have that phone number, 602-767-2469. Yes. Mm-hmm. We have your email down as your last name, quality21@gmail.com. Yes. Mm-hmm. Did you know which benefit plans you would like to enroll into? Sure. Uh, there is the second one, um, which are Insure Plus probably, I think. That's the middle one. So there's only two Insure Plus Plans that they're offering. There's a Basic and the Enhanced. Sorry? Yes, sir. There is no middle plan. There is only two Insure Plus Plans, Basic or Enhanced. Uh, let me pull up that once you... give me a moment. Okay? Okay. Okay. Yeah. The Insure Plus Basic. Will it be for employee only or are you adding any dependents? Well, I have one dependent, my wife, Ayesha. Okay. And then aside from the Insure Plus Basic, was there any other plan you would like to be enrolled into? Uh, no, I think that's the only one. All right. So for a spouse and employee for Insure Plus Basic, it will be \$28.57. Do you authorize Oxford Global to make those deductions for you? Sure. ... house's information. I'm sorry? Yes, sir. Can you spell your wife's name? Sure. It's A-Y-E-S-H-A. And what is her last name, same as yours? No, uh, it's S-Y-E-D-A. And any chance you have her Social? Uh, her Social? Do you need a complete Social? Yes, sir. If you don't have it, it's okay. Yeah, I don't have that one. That's fine. And can I have her date of birth? Her date of birth is August 3... August 3rd, 1995. 95. All right. Yes, sir, you are all set. Your policy is going to become effective on January 6th, which will be a Monday. Friday of that week, January 10th- Mm-hmm. ... will be when the carrier send out the benefit cards. It's gonna be a digital copy sent to your email, 'cause American Public Life, your carrier, they only do digital copies for those plans. But if you want a hard copy once you become active, give us a call back and we'll be able to print the request. Okay. Sounds good. Uh, and when that digital copy would arrive? It should be on January the 10th. January 10th? Okay. Yes, sir. Perfect. Was there anything... Was there anything else I can assist you with today? No, I think that's all from my side. I'm good. Understood. Thank you so much for giving Benefits in a Car

a call. I hope you have a wonderful rest of your day. You too. Thank you. Bye-bye. 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 in a Car. My name is Francesca. How can I assist you today?

Speaker speaker_2: Uh, hi. Uh, this is Azeem here. Uh, I'm from company Oxford Global Resources. Uh, uh, so I'm contracting with Oxford Global Resources. I wanted to join for one of the BIC benefits.

Speaker speaker_1: We don't have any benefits your staffing company offers us. We only administrate them. What are the last four of your Social?

Speaker speaker_2: My last four of Social is 0426. Hello?

Speaker speaker_1: Yes, sir. I'm waiting for the system to load. Can I place you on hold?

Speaker speaker_2: Okay.

Speaker speaker_1: Thank you. Thank you so much for holding. And you said the last name was Amez?

Speaker speaker_2: Yes. Mm-hmm.

Speaker speaker_1: Please verify your mailing address and date of birth for security purposes.

Speaker speaker_2: My billing address?

Speaker speaker_1: Yes, sir. Your mailing address.

Speaker speaker_2: Hello. Yeah. Mailing address is 7132 West Irwin Avenue, Laveen, Arizona 85339. And do you need my cell phone number?

Speaker speaker_1: No, sir. Your date of birth.

Speaker speaker_2: Date of... June 2nd. And do you want a year as well?

Speaker speaker_1: Yes, sir, a complete date of birth, 'cause we need date, your month, and your year, please.

Speaker speaker_2: June 2nd, 1992.

Speaker speaker_1: We have that phone number, 602-767-2469.

Speaker speaker_2: Yes. Mm-hmm.

Speaker speaker_1: We have your email down as your last name, quality21@gmail.com.

Speaker speaker_2: Yes. Mm-hmm.

Speaker speaker_1: Did you know which benefit plans you would like to enroll into?

Speaker speaker_2: Sure. Uh, there is the second one, um, which are Insure Plus probably, I think. That's the middle one.

Speaker speaker_1: So there's only two Insure Plus Plans that they're offering. There's a Basic and the Enhanced.

Speaker speaker_2: Sorry?

Speaker speaker_1: Yes, sir. There is no middle plan. There is only two Insure Plus Plans, Basic or Enhanced.

Speaker speaker_2: Uh, let me pull up that once you... give me a moment. Okay?

Speaker speaker_1: Okay. Okay.

Speaker speaker_2: Yeah. The Insure Plus Basic.

Speaker speaker_1: Will it be for employee only or are you adding any dependents?

Speaker speaker_2: Well, I have one dependent, my wife, Ayesha.

Speaker speaker_1: Okay. And then aside from the Insure Plus Basic, was there any other plan you would like to be enrolled into?

Speaker speaker_2: Uh, no, I think that's the only one.

Speaker speaker_1: All right. So for a spouse and employee for Insure Plus Basic, it will be \$28.57. Do you authorize Oxford Global to make those deductions for you?

Speaker speaker_2: Sure.

Speaker speaker_1: ... house's information.

Speaker speaker_2: I'm sorry?

Speaker speaker_1: Yes, sir. Can you spell your wife's name?

Speaker speaker_2: Sure. It's A-Y-E-S-H-A.

Speaker speaker_1: And what is her last name, same as yours?

Speaker speaker_2: No, uh, it's S-Y-E-D-A.

Speaker speaker_1: And any chance you have her Social?

Speaker speaker_2: Uh, her Social? Do you need a complete Social?

Speaker speaker_1: Yes, sir. If you don't have it, it's okay.

Speaker speaker_2: Yeah, I don't have that one.

Speaker speaker_1: That's fine. And can I have her date of birth?

Speaker speaker_2: Her date of birth is August 3... August 3rd, 1995.

Speaker speaker_1: 95. All right. Yes, sir, you are all set. Your policy is going to become effective on January 6th, which will be a Monday. Friday of that week, January 10th-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... will be when the carrier send out the benefit cards. It's gonna be a digital copy sent to your email, 'cause American Public Life, your carrier, they only do digital copies for those plans. But if you want a hard copy once you become active, give us a call back and we'll be able to print the request.

Speaker speaker_2: Okay. Sounds good. Uh, and when that digital copy would arrive?

Speaker speaker_1: It should be on January the 10th.

Speaker speaker_2: January 10th? Okay.

Speaker speaker_1: Yes, sir.

Speaker speaker_2: Perfect.

Speaker speaker_1: Was there anything... Was there anything else I can assist you with today?

Speaker speaker_2: No, I think that's all from my side. I'm good.

Speaker speaker_1: Understood. Thank you so much for giving Benefits in a Car a call. I hope you have a wonderful rest of your day.

Speaker speaker_2: You too. Thank you. Bye-bye.

Speaker speaker_1: Bye-bye.