

Transcript: Justin

Mills-4697941264515072-5001682156994560

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits CenterCard. This is Justin. How can I help you today? Hi, Justin. My name's Megan. I just need to update my insurance information or, like, what I want to go through for the insurance. I don't know how to trace this with what I want. Okay. Um, what's the staffing agency you work for? Oxford. And the last four of your Social? 8759. And what was your first and last name? It's Megan Lesko. And for security purposes, can you verify the home address, including city, state and zip code, Megan? 7852 Tuttle View, Colorado Springs, Colorado 80924. Is that all you needed? And confirm your date of birth? 09/21/77. And a good telephone number I have is 801-390-1235? Yep. And the email I have is megutah2@hotmail? Yep. Okay. So, let's see here. And what changes did you want to make? Um, I want to keep everything the same except for take off the dental. Okay. So keep the Insure Plus Enhanced and Vision? Yes. Okay. So let's see here. Tch, tch, tch, tch, tch. Mm. So your current deductions right now with all three of them is \$30.96. However, dropping dental and keeping the Insure Plus Enhanced and Vision would make your new total deductions \$27.32 a week. Do you authorize Oxford Global to make the deduction for you? Yes, please. Okay. I'm going to go ahead and save that. So I do want to let you know that this is future coverage, so this coverage won't actually begin until January. However, pending enrollments do take one to two weeks to go through. Then whenever you witness your first payroll deduction of the \$27.32 come off your paycheck, that's how you know dental was dropped from the coverage. Um, but other than that, Megan, is there anything else I could help you out with today? Nope. That's it. Thank you very much. You're welcome. You have a great weekend, okay? You too, Justin. Thank you. 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 CenterCard. This is Justin. How can I help you today?

Speaker speaker_2: Hi, Justin. My name's Megan. I just need to update my insurance information or, like, what I want to go through for the insurance. I don't know how to trace this with what I want.

Speaker speaker_1: Okay. Um, what's the staffing agency you work for?

Speaker speaker_2: Oxford.

Speaker speaker_1: And the last four of your Social?

Speaker speaker_2: 8759.

Speaker speaker_1: And what was your first and last name?

Speaker speaker_2: It's Megan Lesko.

Speaker speaker_1: And for security purposes, can you verify the home address, including city, state and zip code, Megan?

Speaker speaker_2: 7852 Tuttle View, Colorado Springs, Colorado 80924. Is that all you needed?

Speaker speaker_1: And confirm your date of birth?

Speaker speaker_2: 09/21/77.

Speaker speaker_1: And a good telephone number I have is 801-390-1235?

Speaker speaker_2: Yep.

Speaker speaker_1: And the email I have is megutah2@hotmail?

Speaker speaker_2: Yep.

Speaker speaker_1: Okay. So, let's see here. And what changes did you want to make?

Speaker speaker_2: Um, I want to keep everything the same except for take off the dental.

Speaker speaker_1: Okay. So keep the Insure Plus Enhanced and Vision?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. So let's see here. Tch, tch, tch, tch, tch. Mm. So your current deductions right now with all three of them is \$30.96. However, dropping dental and keeping the Insure Plus Enhanced and Vision would make your new total deductions \$27.32 a week. Do you authorize Oxford Global to make the deduction for you?

Speaker speaker_2: Yes, please.

Speaker speaker_1: Okay. I'm going to go ahead and save that. So I do want to let you know that this is future coverage, so this coverage won't actually begin until January. However, pending enrollments do take one to two weeks to go through. Then whenever you witness your first payroll deduction of the \$27.32 come off your paycheck, that's how you know dental was dropped from the coverage. Um, but other than that, Megan, is there anything else I could help you out with today?

Speaker speaker_2: Nope. That's it. Thank you very much.

Speaker speaker_1: You're welcome. You have a great weekend, okay?

Speaker speaker_2: You too, Justin.

Speaker speaker_1: Thank you. Bye-bye.

Speaker speaker_2: Bye.