

Transcript: Justin

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and Your Card. This is Justin, how can I help you today? Yeah, Justin, this is Larry Roe calling. I was calling to, um... Today's the last day to enroll in my benefits for Oxford Consulting Services. Okay. Um, so Oxford Global, what's the last four of your social? 5932. And what was your first and last name again? I'm sorry. Larry Roe, R-O-E. And for security purposes, could you verify the home address, including city, state and zip code, Mr. Roe? Yes. 211 Settlers Trace, Richmond, Kentucky 40475. And confirm your date of birth? Uh, 4/3/64. And a good telephone number has 859-749-1517? Correct. And the email has LKROE64 at Gmail? Yes, that's it. Okay. Um, now were you given a benefit guide through Oxford Global by any chance or no? Yes, I was. Yes, I was, and that's why I'm kind of calling about it, because I've seen the benefit guide and I see three things I want to add, so... Okay. And what were your elections? Um, I'd like to pick up the life insurance policy for my- myself and my spouse. Okay. I'd like to pick up the disability insurance for myself. Okay. And I'd like to pick up the Insure Plus Enhanced for me and her. Okay, so the Insure Plus Enhanced and term life for employee plus spouse and short term disability for employee only. Anything else, or no? That's it. I'd like to add all three of those, yes. Okay, so doing those three would make your total deductions \$48.67 per week. Do you authorize Oxford Global to make the deduction for you? Yes, that's... That's the total deduction for all three of those? Yes, sir. Together? Okay, 48... What a- what a week? 48- 67. Okay. Yeah, I authorize all... them to do that, yes. Okay, so I'm going to go ahead and save that and add your spouse's information down. Um, what's your spouse's first name? Lisa Roe. And do you have her social by any chance? Yes. 404-06-1005. 1005, okay. And her date of birth? Uh, 5/17/65. 65, okay. And do you want to put Lisa down as the beneficiary? Yes, as mine and many of hers, so... Let's see. Lisa Roe. And is there, like, a- a third party there if- if something happens to both of us, or... Um, yeah, we'll set third party just in case. It'd be Madison McClure. Spell the last name for me. McClure is M-C-C-L-U-R-E. Okay. That's my- And the relationship to Madison? Okay. My daughter. Child. Okay. Um, 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 \$48.67 come off your paycheck, coverage begins the Monday we receive that deduction from Oxford Global. Seven to 10 business days later, you'll receive all of your policy and ID card information in the mail. Other than that, Larry, is there anything else I could help you out with today? No. I- I mean, I guess when we... For this, um, Insure Plus Enhanced that we- that we've taken out- Mm-hmm. ... um, when we have an occurrence, do we... How do we file for that? Is it something that we... Would it be done automatically if we present the card at the healthcare, or what? Yes, sir. So once you receive the ID cards in the mail, it's just like regular insurance.

You just provide the ID cards to the provider and they put in the information from their system and then whatever goes from there happens from there. Then we will receive a check. Basically, we will receive a check from there, so... Correct. Is that correct? Okay, good deal. That make- that makes our filing a lot easier, so... Awesome. Well- Okay. Good deal. You have a wonderful day, okay? Thank you. You're welcome. 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 and Your Card. This is Justin, how can I help you today?

Speaker speaker_2: Yeah, Justin, this is Larry Roe calling. I was calling to, um... Today's the last day to enroll in my benefits for Oxford Consulting Services.

Speaker speaker_1: Okay. Um, so Oxford Global, what's the last four of your social?

Speaker speaker_2: 5932.

Speaker speaker_1: And what was your first and last name again? I'm sorry.

Speaker speaker_2: Larry Roe, R-O-E.

Speaker speaker_1: And for security purposes, could you verify the home address, including city, state and zip code, Mr. Roe?

Speaker speaker_2: Yes. 211 Settlers Trace, Richmond, Kentucky 40475.

Speaker speaker_1: And confirm your date of birth?

Speaker speaker_2: Uh, 4/3/64.

Speaker speaker_1: And a good telephone number has 859-749-1517?

Speaker speaker_2: Correct.

Speaker speaker_1: And the email has LKROE64 at Gmail?

Speaker speaker_2: Yes, that's it.

Speaker speaker_1: Okay. Um, now were you given a benefit guide through Oxford Global by any chance or no?

Speaker speaker_2: Yes, I was. Yes, I was, and that's why I'm kind of calling about it, because I've seen the benefit guide and I see three things I want to add, so...

Speaker speaker_1: Okay. And what were your elections?

Speaker speaker_2: Um, I'd like to pick up the life insurance policy for my- myself and my spouse.

Speaker speaker_1: Okay.

Speaker speaker_2: I'd like to pick up the disability insurance for myself.

Speaker speaker_1: Okay.

Speaker speaker_2: And I'd like to pick up the Insure Plus Enhanced for me and her.

Speaker speaker_1: Okay, so the Insure Plus Enhanced and term life for employee plus spouse and short term disability for employee only. Anything else, or no?

Speaker speaker_2: That's it. I'd like to add all three of those, yes.

Speaker speaker_1: Okay, so doing those three would make your total deductions \$48.67 per week. Do you authorize Oxford Global to make the deduction for you?

Speaker speaker_2: Yes, that's... That's the total deduction for all three of those?

Speaker speaker_1: Yes, sir.

Speaker speaker_2: Together? Okay, 48... What a- what a week? 48-

Speaker speaker_1: 67.

Speaker speaker_2: Okay. Yeah, I authorize all... them to do that, yes.

Speaker speaker_1: Okay, so I'm going to go ahead and save that and add your spouse's information down. Um, what's your spouse's first name?

Speaker speaker_2: Lisa Roe.

Speaker speaker_1: And do you have her social by any chance?

Speaker speaker_2: Yes. 404-06-1005.

Speaker speaker_1: 1005, okay. And her date of birth?

Speaker speaker_2: Uh, 5/17/65.

Speaker speaker_1: 65, okay. And do you want to put Lisa down as the beneficiary?

Speaker speaker_2: Yes, as mine and many of hers, so...

Speaker speaker_1: Let's see. Lisa Roe.

Speaker speaker_2: And is there, like, a- a third party there if- if something happens to both of us, or...

Speaker speaker_1: Um, yeah, we'll set third party just in case.

Speaker speaker_2: It'd be Madison McClure.

Speaker speaker_1: Spell the last name for me.

Speaker speaker_2: McClure is M-C-C-L-U-R-E.

Speaker speaker_1: Okay.

Speaker speaker_2: That's my-

Speaker speaker_1: And the relationship to Madison? Okay.

Speaker speaker_2: My daughter.

Speaker speaker_1: Child. Okay. Um, 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 \$48.67 come off your paycheck, coverage begins the Monday we receive that deduction from Oxford Global. Seven to 10 business days later, you'll receive all of your policy and ID card information in the mail. Other than that, Larry, is there anything else I could help you out with today?

Speaker speaker_2: No. I- I mean, I guess when we... For this, um, Insure Plus Enhanced that we- that we've taken out-

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: ... um, when we have an occurrence, do we... How do we file for that? Is it something that we... Would it be done automatically if we present the card at the healthcare, or what?

Speaker speaker_1: Yes, sir. So once you receive the ID cards in the mail, it's just like regular insurance. You just provide the ID cards to the provider and they put in the information from their system and then whatever goes from there happens from there.

Speaker speaker_2: Then we will receive a check. Basically, we will receive a check from there, so...

Speaker speaker_1: Correct.

Speaker speaker_2: Is that correct? Okay, good deal. That make- that makes our filing a lot easier, so...

Speaker speaker_1: Awesome. Well-

Speaker speaker_2: Okay. Good deal.

Speaker speaker_1: You have a wonderful day, okay?

Speaker speaker_2: Thank you.

Speaker speaker_1: You're welcome. Bye-bye.

Speaker speaker_2: Bye.