

## **Transcript: Justin**

**Mills-5630314686660608-5780535462805504**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. This is Justin. How can I help you today? Hey, Justin. My name's Charles Lacey. I work with Oxford. Um, I need to reinstate my Benefits in a Card, uh, plan, please. Okay. Um, so Oxford Global. What's the last four of your social? 2232. And for security purposes, could you verify the home address, including city, state and zip code, Mr. Lacey? Yeah, it's 11201 Boudreaux Road, Apartment 314, Tomball, Texas 77375. And your date of birth? July 23rd, 1965. I need the telephone number. It has 320-493-7763. Yes, sir. And the email have is calacey4@gmail. That's correct. Okay. So let's see here. So I'll go ahead and un-cancel the coverage for you. Is there anything else I can help you out with today, Charles? Uh, no. So we... So, so it'll continue, right? No- Correct. ... no issues with that at all? Okay. Correct. Yes, sir. Hey, I, I did, I did have one question. Does the dental and vision, does that come... Is that just included or is there an additional cost for that? Um, so dental and vision is an additional cost. Dental is \$3.64 while vision's \$2.15. Okay. My wife, um, I just got married. M- my wife is gonna add me to her dental and vision. Can we, um, take me off of that? Um, yes. Let's see here. So the current deductions right now with the... with everything, the Ensure plus enhanced, dental, disability, term life vision and the MBC TeleRx is \$53.13. However, dropping the dental and vision, let's see, would make your new total deductions \$47.34 a week. Do you authorize Oxford to make that deduction for you? Yes. Please do. All right. Let me check that hire date. Just be... Okay. Um, so I do want to let you know that this pending enrollment will take one to two weeks to go through. Then whenever you witness payroll deduction of the \$47.34 come off your paycheck, that's how you know dental and vision was dropped from the coverage. Okay. But other than that, anything else I can help you out with today, Charles? No. I'm good. Thanks, Justin. You're welcome. You have a great day, okay? You too. 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 Card. This is Justin. How can I help you today?

Speaker speaker\_2: Hey, Justin. My name's Charles Lacey. I work with Oxford. Um, I need to reinstate my Benefits in a Card, uh, plan, please.

Speaker speaker\_1: Okay. Um, so Oxford Global. What's the last four of your social?

Speaker speaker\_2: 2232.

Speaker speaker\_1: And for security purposes, could you verify the home address, including city, state and zip code, Mr. Lacey?

Speaker speaker\_2: Yeah, it's 11201 Boudreaux Road, Apartment 314, Tomball, Texas 77375.

Speaker speaker\_1: And your date of birth?

Speaker speaker\_2: July 23rd, 1965.

Speaker speaker\_1: I need the telephone number. It has 320-493-7763.

Speaker speaker\_2: Yes, sir.

Speaker speaker\_1: And the email have is calacey4@gmail.

Speaker speaker\_2: That's correct.

Speaker speaker\_1: Okay. So let's see here. So I'll go ahead and un-cancel the coverage for you. Is there anything else I can help you out with today, Charles?

Speaker speaker\_2: Uh, no. So we... So, so it'll continue, right? No-

Speaker speaker\_1: Correct.

Speaker speaker\_2: ... no issues with that at all? Okay.

Speaker speaker\_1: Correct. Yes, sir.

Speaker speaker\_2: Hey, I, I did, I did have one question. Does the dental and vision, does that come... Is that just included or is there an additional cost for that?

Speaker speaker\_1: Um, so dental and vision is an additional cost. Dental is \$3.64 while vision's \$2.15.

Speaker speaker\_2: Okay. My wife, um, I just got married. M- my wife is gonna add me to her dental and vision. Can we, um, take me off of that?

Speaker speaker\_1: Um, yes. Let's see here. So the current deductions right now with the... with everything, the Ensure plus enhanced, dental, disability, term life vision and the MBC TeleRx is \$53.13. However, dropping the dental and vision, let's see, would make your new total deductions \$47.34 a week. Do you authorize Oxford to make that deduction for you?

Speaker speaker\_2: Yes. Please do.

Speaker speaker\_1: All right. Let me check that hire date. Just be... Okay. Um, so I do want to let you know that this pending enrollment will take one to two weeks to go through. Then whenever you witness payroll deduction of the \$47.34 come off your paycheck, that's how you know dental and vision was dropped from the coverage.

Speaker speaker\_2: Okay.

Speaker speaker\_1: But other than that, anything else I can help you out with today, Charles?

Speaker speaker\_2: No. I'm good. Thanks, Justin.

Speaker speaker\_1: You're welcome. You have a great day, okay?

Speaker speaker\_2: You too. Bye.