

## **Transcript: Justin**

**Mills-6043722283401216-6000035218243584**

### **Full Transcript**

Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Hey, Justin. Um, I'm a new employee for Oxford, and I had signed up for iBenefits, um, a few weeks ago, and I haven't gotten anything back. I just want to make sure everything's in order while my window is still open to enroll. Yeah. Let me check on that for you. So Oxford Global, what's the last four of your social? Um, 2684. And what was your first and last name? Um, first name is Jeanne, J-E-A-N-N-E. Last name is Aufderheide, A-U-F as in Frank, D as in David, E-R-H-E-I-D as in David, E. And for security purposes, could you verify your home address, including city, state and zip code, Jeanne? Yep. 6325 Cove Road, and that's Carver, Minnesota, 55315. And confirm your date of birth? 6/13/61. And a good telephone number, how about 612-875-6969? Yep. You got it. And the email address is your first dot your last name at Gmail? Yep. Okay. Um, so let's see here. So looking at the calendar, it looks like you became active in the coverage as of today, um, so you should be receiving physical ID cards early next week. Okay, good. However- Wonderful. However, if... However, if you did call back Thursday or Friday of this week, we can email the ID cards to you then, just so you have them. Uh, I'm fine. That's fine. Um, I just got worried that for some reason it didn't save in the system or whatever, and I knew I had a window to do it. So, no, I'm good. I can wait till I get it. Okay. Well, is there anything else I can help you with today, Jeanne? No. That's perfect. Thank you very much. You're welcome. You have a great day, okay? You too. Bye-bye. Bye-bye.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits and a Card. This is Justin. How can I help you today?

Speaker speaker\_1: Hey, Justin. Um, I'm a new employee for Oxford, and I had signed up for iBenefits, um, a few weeks ago, and I haven't gotten anything back. I just want to make sure everything's in order while my window is still open to enroll.

Speaker speaker\_0: Yeah. Let me check on that for you. So Oxford Global, what's the last four of your social?

Speaker speaker\_1: Um, 2684.

Speaker speaker\_0: And what was your first and last name?

Speaker speaker\_1: Um, first name is Jeanne, J-E-A-N-N-E. Last name is Aufderheide, A-U-F as in Frank, D as in David, E-R-H-E-I-D as in David, E.

Speaker speaker\_0: And for security purposes, could you verify your home address, including city, state and zip code, Jeanne?

Speaker speaker\_1: Yep. 6325 Cove Road, and that's Carver, Minnesota, 55315.

Speaker speaker\_0: And confirm your date of birth?

Speaker speaker\_1: 6/13/61.

Speaker speaker\_0: And a good telephone number, how about 612-875-6969?

Speaker speaker\_1: Yep. You got it.

Speaker speaker\_0: And the email address is your first dot your last name at Gmail?

Speaker speaker\_1: Yep.

Speaker speaker\_0: Okay. Um, so let's see here. So looking at the calendar, it looks like you became active in the coverage as of today, um, so you should be receiving physical ID cards early next week.

Speaker speaker\_1: Okay, good.

Speaker speaker\_0: However-

Speaker speaker\_1: Wonderful.

Speaker speaker\_0: However, if... However, if you did call back Thursday or Friday of this week, we can email the ID cards to you then, just so you have them.

Speaker speaker\_1: Uh, I'm fine. That's fine. Um, I just got worried that for some reason it didn't save in the system or whatever, and I knew I had a window to do it. So, no, I'm good. I can wait till I get it.

Speaker speaker\_0: Okay. Well, is there anything else I can help you with today, Jeanne?

Speaker speaker\_1: No. That's perfect. Thank you very much.

Speaker speaker\_0: You're welcome. You have a great day, okay?

Speaker speaker\_1: You too. Bye-bye.

Speaker speaker\_0: Bye-bye.