

## Transcript: Justin

**Mills-6055872018300928-5434512053157888**

### Full Transcript

Thank you for calling Benefits and Occurs. This is Justin. How can I help you today? Hi, my name's Kevin Luddy. Um, I'm a, a Oxford consultant. I have coverage, but I never got my ID cards, at least that I saw or, or, or am aware. Uh, so I was wondering if I could get, um, them resent. Yeah, let me check on that for you. So Oxford Global, what's the last four of your social? Uh, 9756. And your first and last name? Kevin Luddy. Did you recent- recently just start with Oxford? Um, y- in November I did, and then I signed up in, whether it was 30 or 60 days, uh, I had signed up for the health coverage. Yeah, what's your full social? 189-62-9155. Okay. Let's see here. And for security purposes, could you verify your home address, including city, state and zip code, Kevin? Sure. 3217 Zenith Way, Castle Hayne, North Carolina 28429. And confirm your date of birth. August 20th, 1965. And a good telephone number have as 443-805-7408. Yeah, that, that's usually it. My phone actually broke yesterday, so I'm waiting on a, uh, replacement, so I'm using a different phone. Okay, no worries. Um, what's that good telephone number for you? Yeah, that's a good telephone number. You can use this one, too. 443-891-5251. 251. Okay. And the email have as Luddy.Kevin@gmail.com? Yes. Okay. Um, so let's see here. So, what I'll go ahead and do, I'll search up the ID cards and email them to you just so you have it. And then- Okay. ... I will then request for physical ID cards to be resent to you, okay? Okay. So, um, was the wrong address. Um, I, I had moved recently, last summer. We moved to North Carolina from Maryland, so was the Maryland address still there, or...? Um, well we had your North Carolina address, so I honestly don't know if the cards were sent there or not. Okay. Well, um, so yeah, if you could resent those, that's great. Okay, but bear with me one second while I do all that for you, okay? Sure. Okay. Hello? Hello, are you still there? Yes. Yes, go ahead. Okay. Thank you so much for holding. First thing, first thing, I emailed the insurance carrier, uh, putting the request through. So you should receive those- Okay. ... within seven to ten business days. Uh- Okay. ... second thing, I emailed you their... all of your ID cards as well. Um, email that you should look out for will be coming from info, that's I-N-F-O, @benefitsandcard.com, okay? Okay. Yep, I already see it actually, so. Awesome. Well, is there anything else I can assist you with today? Um, nope, that was it. Awesome. Well, you have a wonderful day, okay? Thank you. You too. Bye-bye. Thank you. Bye-bye.

### Conversation Format

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

Speaker speaker\_1: Hi, my name's Kevin Luddy. Um, I'm a, a Oxford consultant. I have coverage, but I never got my ID cards, at least that I saw or, or, or am aware. Uh, so I was wondering if I could get, um, them resent.

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: Uh, 9756.

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

Speaker speaker\_1: Kevin Luddy.

Speaker speaker\_0: Did you recent- recently just start with Oxford?

Speaker speaker\_1: Um, y- in November I did, and then I signed up in, whether it was 30 or 60 days, uh, I had signed up for the health coverage.

Speaker speaker\_0: Yeah, what's your full social?

Speaker speaker\_1: 189-62-9155.

Speaker speaker\_0: Okay. Let's see here. And for security purposes, could you verify your home address, including city, state and zip code, Kevin?

Speaker speaker\_1: Sure. 3217 Zenith Way, Castle Hayne, North Carolina 28429.

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

Speaker speaker\_1: August 20th, 1965.

Speaker speaker\_0: And a good telephone number have as 443-805-7408.

Speaker speaker\_1: Yeah, that, that's usually it. My phone actually broke yesterday, so I'm waiting on a, uh, replacement, so I'm using a different phone.

Speaker speaker\_0: Okay, no worries. Um, what's that good telephone number for you?

Speaker speaker\_1: Yeah, that's a good telephone number. You can use this one, too. 443-891-5251.

Speaker speaker\_0: 251. Okay. And the email have as Luddy.Kevin@gmail.com?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay. Um, so let's see here. So, what I'll go ahead and do, I'll search up the ID cards and email them to you just so you have it. And then-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... I will then request for physical ID cards to be resent to you, okay?

Speaker speaker\_1: Okay. So, um, was the wrong address. Um, I, I had moved recently, last summer. We moved to North Carolina from Maryland, so was the Maryland address still there,

or...?

Speaker speaker\_0: Um, well we had your North Carolina address, so I honestly don't know if the cards were sent there or not.

Speaker speaker\_1: Okay. Well, um, so yeah, if you could resent those, that's great.

Speaker speaker\_0: Okay, but bear with me one second while I do all that for you, okay?

Speaker speaker\_1: Sure.

Speaker speaker\_0: Okay. Hello? Hello, are you still there?

Speaker speaker\_2: Yes. Yes, go ahead.

Speaker speaker\_0: Okay. Thank you so much for holding. First thing, first thing, I emailed the insurance carrier, uh, putting the request through. So you should receive those-

Speaker speaker\_2: Okay.

Speaker speaker\_0: ... within seven to ten business days. Uh-

Speaker speaker\_2: Okay.

Speaker speaker\_0: ... second thing, I emailed you their... all of your ID cards as well. Um, email that you should look out for will be coming from info, that's I-N-F-O, @benefitsandcard.com, okay?

Speaker speaker\_2: Okay. Yep, I already see it actually, so.

Speaker speaker\_0: Awesome. Well, is there anything else I can assist you with today?

Speaker speaker\_2: Um, nope, that was it.

Speaker speaker\_0: Awesome. Well, you have a wonderful day, okay?

Speaker speaker\_2: Thank you. You too. Bye-bye.

Speaker speaker\_0: Thank you. Bye-bye.