

## Transcript: Justin

**Mills-6184583680016384-6401029563531264**

### Full Transcript

Thank you for calling Benefits in a Card. This is Justin. How can I help you today? Hi, Justin. Um, my name is Adrian, and, um, I was trying to, um, enroll into the Benefit, um, in Card, um, yesterday, um, and it was... It told me I had to give you guys a call, so that's the reason I'm calling. Okay, let's see. What's the staffing agency you work for? Um, I work for Oxford. And the last four of your Social? Uh, 7287. And your first and last name? Um, Adrian Wright. Okay. Okay. And for security purposes, can you verify your home address, including city, state and zip code? Sure, um, 724, um, Brown Breaches Avenue, um, that's North Las Vegas, Nevada 89081. And confirm your date of birth? Um, 10/30/'70. And a good telephone number has 310-529-6948? That is correct. And the email has jamespoohman@payola.com? Yes. Okay, and what did you want to be enrolled into? Um, I don't know. Um, I'll, I'll... I was kinda looking. I don't know if the e- information that was sent to me, I don't know if that was all the information. Um, but I was trying to get into, I guess, the healthcare part of it, the health and the dental and eye. Okay, 'cause they do offer three different medical plans. One of 'em just covers preventative healthcare services at \$16.11. Mm-hmm. And then two of the InSure Plus plans cover hospitals, doctors and medications. Okay, yeah, those- those are the ones that I want. Okay. Um, which one, the Basic or the Enhanced? Let me do the Enhanced. How much is the Enhanced, um, weekly? It's \$25.17. Okay, that's fine. Okay, so that one and Dental for employee only? Um, yes. Okay. Anything else, or no? Um, they have Vision, correct? Correct. Um, yeah, let me do the Vision. Okay. And then what else they offer? What's your... I didn't get part of your true name. What's your name? My name is Justin. Justin. Okay, you did say Justin. Okay. Yeah, so, okay, what else do they offer, Justin? Um, dis- short-term disability and then term life, which is life insurance. Which is the life insurance? And how much is, uh, depending on how much you want, correct? Or are they just one set amount? Uh, it's one set amount. Um, let me verify that. Let's see. So term life for employees up to age 64 is \$20,000. Okay, that's fine. And how much is that, um, being with me? Two dollars and 11 cents per week. Okay. Yeah, go ahead. Okay, so we have the- And wh- ... InSure Plus Enhanced, Dental, Term Life and Vision, all for employee only, correct? Yeah. Do you have the- the Disability part of it, right? The Long Term? I can put you down for that one as well. Okay. And how much would that be? Um, so the short-term disability was \$3.95 per week. Okay, that's fine. Okay, so let's see. So the InSure Plus Enhanced, Dental, short-term disability, term life and Vision, all for employee only would make your total deductions \$37.02 per week. Do you authorize Oxford to make the deduction for you? Yes. Yes. Now is that all that... Is that the only thing that you guys have to offer? Yes. That's all. Everything is offered through Oxford. Okay, everything is... Okay, okay. So that's it. Okay. Um, okay, what about the 401K? Do I gotta- do I have to go to another website for that? Um, no, I would reach out to Oxford Global regarding a 401K 'cause we don't offer that here at Benefits in a Card. Oh, okay, so it's a

Benefit part. Okay, okay. So I- I'm just trying to make sure I'm clearing everything today. Uh-huh. So, okay. So I'll reach out to them. Okay, so that's- that's it as far as the benefit, correct? Correct. Okay, that sounds good to me, Justin. Okay. Do you authorize, uh, Oxford to make the deduction for you? Yes, I do. Yes, please. And who do you want to put down as your beneficiary for the term life? Uh, my son, um, Adrian, um, that's A-D-R-I-A-N, A-D-R-I-A-N or something. And then, um, last name is, he's Wright-Hill. It's, um, hyphenated, Wright, and then hyphenated Hill. B-C-U-G-L? Yes, uh-huh. Okay. So... Okay, so I do want to let you know that this pending enrollment will take one to two weeks to go through. Mm-hmm. Then when we witness your payroll deduction of the \$37.02 that come off your paycheck, coverage begins the Monday we receive that deduction from Oxford Global. All right. Seven to ten business days later, you'll receive all of your policy and ID card information in the mail. Other than that, Adrian, is there anything else I can help you out with today? No, it's been a pleasure, Justin. That's it, for sure. Aw- awesome. Well, you have a wonderful weekend, okay? Okay, you do the same thing, Justin. Okay. All right. Have a good one. Buh-bye. Bye. You're welcome. Um, buh-bye.

## Conversation Format

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

Speaker speaker\_1: Hi, Justin. Um, my name is Adrian, and, um, I was trying to, um, enroll into the Benefit, um, in Card, um, yesterday, um, and it was... It told me I had to give you guys a call, so that's the reason I'm calling.

Speaker speaker\_0: Okay, let's see. What's the staffing agency you work for?

Speaker speaker\_1: Um, I work for Oxford.

Speaker speaker\_0: And the last four of your Social?

Speaker speaker\_1: Uh, 7287.

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

Speaker speaker\_1: Um, Adrian Wright.

Speaker speaker\_0: Okay.

Speaker speaker\_1: Okay.

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

Speaker speaker\_1: Sure, um, 724, um, Brown Breaches Avenue, um, that's North Las Vegas, Nevada 89081.

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

Speaker speaker\_1: Um, 10/30/'70.

Speaker speaker\_0: And a good telephone number has 310-529-6948?

Speaker speaker\_1: That is correct.

Speaker speaker\_0: And the email has jamespoohman@payola.com?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay, and what did you want to be enrolled into?

Speaker speaker\_1: Um, I don't know. Um, I'll, I'll... I was kinda looking. I don't know if the e-information that was sent to me, I don't know if that was all the information. Um, but I was trying to get into, I guess, the healthcare part of it, the health and the dental and eye.

Speaker speaker\_0: Okay, 'cause they do offer three different medical plans. One of 'em just covers preventative healthcare services at \$16.11.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: And then two of the InSure Plus plans cover hospitals, doctors and medications.

Speaker speaker\_1: Okay, yeah, those- those are the ones that I want.

Speaker speaker\_0: Okay. Um, which one, the Basic or the Enhanced?

Speaker speaker\_1: Let me do the Enhanced. How much is the Enhanced, um, weekly?

Speaker speaker\_0: It's \$25.17.

Speaker speaker\_1: Okay, that's fine.

Speaker speaker\_0: Okay, so that one and Dental for employee only?

Speaker speaker\_1: Um, yes.

Speaker speaker\_0: Okay. Anything else, or no?

Speaker speaker\_1: Um, they have Vision, correct?

Speaker speaker\_0: Correct.

Speaker speaker\_1: Um, yeah, let me do the Vision.

Speaker speaker\_0: Okay.

Speaker speaker\_1: And then what else they offer? What's your... I didn't get part of your true name. What's your name?

Speaker speaker\_0: My name is Justin.

Speaker speaker\_1: Justin. Okay, you did say Justin. Okay. Yeah, so, okay, what else do they offer, Justin?

Speaker speaker\_0: Um, dis- short-term disability and then term life, which is life insurance.

Speaker speaker\_1: Which is the life insurance? And how much is, uh, depending on how much you want, correct? Or are they just one set amount?

Speaker speaker\_0: Uh, it's one set amount. Um, let me verify that. Let's see. So term life for employees up to age 64 is \$20,000.

Speaker speaker\_1: Okay, that's fine. And how much is that, um, being with me?

Speaker speaker\_0: Two dollars and 11 cents per week.

Speaker speaker\_1: Okay. Yeah, go ahead.

Speaker speaker\_0: Okay, so we have the-

Speaker speaker\_1: And wh-

Speaker speaker\_0: ... InSure Plus Enhanced, Dental, Term Life and Vision, all for employee only, correct?

Speaker speaker\_1: Yeah. Do you have the- the Disability part of it, right? The Long Term?

Speaker speaker\_0: I can put you down for that one as well.

Speaker speaker\_1: Okay. And how much would that be?

Speaker speaker\_0: Um, so the short-term disability was \$3.95 per week.

Speaker speaker\_1: Okay, that's fine.

Speaker speaker\_0: Okay, so let's see. So the InSure Plus Enhanced, Dental, short-term disability, term life and Vision, all for employee only would make your total deductions \$37.02 per week. Do you authorize Oxford to make the deduction for you?

Speaker speaker\_1: Yes. Yes. Now is that all that... Is that the only thing that you guys have to offer?

Speaker speaker\_0: Yes. That's all. Everything is offered through Oxford.

Speaker speaker\_1: Okay, everything is... Okay, okay. So that's it. Okay. Um, okay, what about the 401K? Do I gotta- do I have to go to another website for that?

Speaker speaker\_0: Um, no, I would reach out to Oxford Global regarding a 401K 'cause we don't offer that here at Benefits in a Card.

Speaker speaker\_1: Oh, okay, so it's a Benefit part. Okay, okay. So I- I'm just trying to make sure I'm clearing everything today.

Speaker speaker\_0: Uh-huh.

Speaker speaker\_1: So, okay. So I'll reach out to them. Okay, so that's- that's it as far as the benefit, correct?

Speaker speaker\_0: Correct.

Speaker speaker\_1: Okay, that sounds good to me, Justin.

Speaker speaker\_0: Okay. Do you authorize, uh, Oxford to make the deduction for you?

Speaker speaker\_1: Yes, I do. Yes, please.

Speaker speaker\_0: And who do you want to put down as your beneficiary for the term life?

Speaker speaker\_1: Uh, my son, um, Adrian, um, that's A-D-R-I-A-N, A-D-R-I-A-N or something. And then, um, last name is, he's Wright-Hill. It's, um, hyphenated, Wright, and then hyphenated Hill.

Speaker speaker\_0: B-C-U-G-L?

Speaker speaker\_1: Yes, uh-huh.

Speaker speaker\_0: Okay.

Speaker speaker\_1: So...

Speaker speaker\_0: Okay, so I do want to let you know that this pending enrollment will take one to two weeks to go through.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: Then when we witness your payroll deduction of the \$37.02 that come off your paycheck, coverage begins the Monday we receive that deduction from Oxford Global.

Speaker speaker\_1: All right.

Speaker speaker\_0: Seven to ten business days later, you'll receive all of your policy and ID card information in the mail. Other than that, Adrian, is there anything else I can help you out with today?

Speaker speaker\_1: No, it's been a pleasure, Justin. That's it, for sure.

Speaker speaker\_0: Aw- awesome. Well, you have a wonderful weekend, okay?

Speaker speaker\_1: Okay, you do the same thing, Justin. Okay.

Speaker speaker\_0: All right.

Speaker speaker\_1: Have a good one.

Speaker speaker\_0: Buh-bye. Bye.

Speaker speaker\_1: You're welcome. Um, buh-bye.