

## **Transcript: Justin**

**Mills-6204133862227968-5202935378034688**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits Center Card. This is Justin. How can I help you today? Hey, how are you? My name is Walter Rodriguez. How are you? Doing pretty well, and yourself? Just fine, fine. Um, are you working with Oxford or you are a sub-company from Oxford? Uh, we're the benefit administrators for Oxford Global. Great. We deal with their health insurance. That, that's great. So I'm a consultant, uh, Walter Rodriguez. Mm-hmm. I'm working with, um, eGenesis project. Okay. Then I knew that the due date for benefits is, uh, due today. Um- Mm-hmm. I will maintain the same, uh, status that I had before Uh, I don't need to have the VIC card, so that's okay with me. Uh, but I have a question regarding with the 4... 401. So I still have the same, um, plan for the four o- 401? Um, so us at Benefits Center Card, we don't offer 401, so that may be something through Oxford Global directly. Okay, sure. However, we offer like medical, dental, vision insurance. Okay, okay. No, I think that, um, I say no because I'm traveling between US and Puerto Rico so I have in Puerto Rico my another cover, so i- it's okay. Okay, um, well is there anything else I can help you out with today, Walter? No, no, no. That, that's it. So you are working directly to the, uh, by IC... By, by IC Benefit, okay? Correct. Yes, sir. Sure. Okay. Sure. Thank you for your time. You're welcome. You have a great day, okay? You too. Okay. Bye 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 Center Card. This is Justin. How can I help you today?

Speaker speaker\_2: Hey, how are you? My name is Walter Rodriguez. How are you?

Speaker speaker\_1: Doing pretty well, and yourself?

Speaker speaker\_2: Just fine, fine. Um, are you working with Oxford or you are a sub-company from Oxford?

Speaker speaker\_1: Uh, we're the benefit administrators for Oxford Global.

Speaker speaker\_2: Great.

Speaker speaker\_1: We deal with their health insurance.

Speaker speaker\_2: That, that's great. So I'm a consultant, uh, Walter Rodriguez.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_2: I'm working with, um, eGenesis project.

Speaker speaker\_1: Okay.

Speaker speaker\_2: Then I knew that the due date for benefits is, uh, due today. Um-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_2: I will maintain the same, uh, status that I had before Uh, I don't need to have the VIC card, so that's okay with me. Uh, but I have a question regarding with the 4... 401. So I still have the same, um, plan for the four o- 401?

Speaker speaker\_1: Um, so us at Benefits Center Card, we don't offer 401, so that may be something through Oxford Global directly.

Speaker speaker\_2: Okay, sure.

Speaker speaker\_1: However, we offer like medical, dental, vision insurance.

Speaker speaker\_2: Okay, okay. No, I think that, um, I say no because I'm traveling between US and Puerto Rico so I have in Puerto Rico my another cover, so i- it's okay.

Speaker speaker\_1: Okay, um, well is there anything else I can help you out with today, Walter?

Speaker speaker\_2: No, no, no. That, that's it. So you are working directly to the, uh, by IC... By, by IC Benefit, okay?

Speaker speaker\_1: Correct. Yes, sir.

Speaker speaker\_2: Sure. Okay. Sure. Thank you for your time.

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

Speaker speaker\_2: You too. Okay. Bye bye.

Speaker speaker\_1: Bye bye.