

Transcript: Malcolm

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thanks for calling Business Development. Hi, this is Malcolm, how can I help you? Uh, good day. I am a Oxford employee and, uh, I received a email regarding the benefits and, uh, for the anni- annual enro... enrollment for 2025. Oh, you want to get enrolled? Uh, I'd like to make some changes, but the... I don't have the access or link how to make some changes regarding the benefits. All right. What's the last four of your social security number? Uh, it's, uh, 1235. First name? Slawomir. Last name? Zarehicz. All right, for security purposes, can you verify your address and date of birth for me? Uh, okay. Uh, DOB is 03/11/62. And, uh, I'm not sure which address you have, probably \$22 Drive, North Babylon- Okay. ... uh, New York 11703. Yes, is that a old address? That's the old address, yes. So what's your new address? New address 2 Bridgebrook Drive- You said what? ... Smithtown. Two. Two? Two Bridgebrook, it's a one word, Drive, New York, New York 11787. You said 2 Bridgebrook Drive. Smithtown, one word. You said Smithtown? Smith, Smithtown. S-M-I-T-H? Yes, town, one word. And you said New York, what's the zip code? 11787. Thank you. So we got your phone number at 516-737-3536? Correct. And they get email c.slawee@yahoo.... I mean, @gmail.com? Yes. That's right, gmail.com. All right. So what type of, what type of changes were you looking to make? I tried to exclude my wife from the benefits only just me and child, my daughter. She got separate, you know. So you want to take your child off the coverage? Uh, no, no, no. I want to be myself and my daughter for all o- all of them, but exclude my wife. Okay. So you want to drop it down to employee plus...? Yeah, I just want to drop my wife because she got separate insurance. Okay, so I can do that for you. Excellent. Let's see. And, uh, that's including, you know, dental and medical. It can be changed to the MetLife maybe? Say that again? If it can be changed the benefits to MetLife. So the only thing that changed was the... to MetLife was the vision. Oh, the vision? Oh, okay. Any other options I have? Because the one not everybody wants to take it. You said for vision, you thinking of any other options for vision? N- no, no, the, that doctor or medical. Uh, so for medical they offer you... only you can go up to the Industry Plus Enhanced. Okay, well, let's go that way. Right, so you want to go... you want to go up to the Industry Plus Enhanced? Uh, enhanced and I thought... No, no, no, no, I don't want to get enhanced. That's fine. Just, just do the basic, the waiver is only just exclude my wife from the, from the medical and dental and, uh, and vision. All right. So you want to get... So you want to have the same coverage, but you want to do it just you and your child now? Right. Me and my daughter, that's it. Okay. So with your new... with your daughter be... just you and your daughter, your total will go down to \$67.97. Please be advised these changes won't happen until next year, January 6th 2024. Uh, u- understood, understood. Okay. Uh, you're going to get, get me some mail or email confirmation? You said a email confirmation of the enrollment? Yeah. All right. You mind if I put you on a brief hold?

Mm-hmm. Yeah. Are you there, Mr. Mir? Hey, how are you doing? I'm doing good. So I just put in a request for th- that y- enrollment confirmation to be sent to you. You should receive it within 24 or 48 hours. Okay. That's fine. I appreciate it. No problem, Mr. Mir. Was there anything else I could help you with today? No. Thank you very much. No problem. Thanks for calling Benefits in a Cartel. Hope you have a great rest of your week. Thanks. Bye bye. Bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thanks for calling Business Development.

Speaker speaker_2: Hi, this is Malcolm, how can I help you?

Speaker speaker_3: Uh, good day. I am a Oxford employee and, uh, I received a email regarding the benefits and, uh, for the anni- annual enro... enrollment for 2025.

Speaker speaker_2: Oh, you want to get enrolled?

Speaker speaker_3: Uh, I'd like to make some changes, but the... I don't have the access or link how to make some changes regarding the benefits.

Speaker speaker_2: All right. What's the last four of your social security number?

Speaker speaker_3: Uh, it's, uh, 1235.

Speaker speaker_2: First name?

Speaker speaker_3: Slawomir.

Speaker speaker_2: Last name?

Speaker speaker_3: Zarehicz.

Speaker speaker_2: All right, for security purposes, can you verify your address and date of birth for me?

Speaker speaker_3: Uh, okay. Uh, DOB is 03/11/62. And, uh, I'm not sure which address you have, probably \$22 Drive, North Babylon-

Speaker speaker_2: Okay.

Speaker speaker_3: ... uh, New York 11703.

Speaker speaker_2: Yes, is that a old address?

Speaker speaker_3: That's the old address, yes.

Speaker speaker_2: So what's your new address?

Speaker speaker_3: New address 2 Bridgebrook Drive-

Speaker speaker_2: You said what?

Speaker speaker_3: ... Smithtown. Two.

Speaker speaker_2: Two?

Speaker speaker_3: Two Bridgebrook, it's a one word, Drive, New York, New York 11787.

Speaker speaker_2: You said 2 Bridgebrook Drive.

Speaker speaker_3: Smithtown, one word.

Speaker speaker_2: You said Smithtown?

Speaker speaker_3: Smith, Smithtown.

Speaker speaker_2: S-M-I-T-H?

Speaker speaker_3: Yes, town, one word.

Speaker speaker_2: And you said New York, what's the zip code?

Speaker speaker_3: 11787.

Speaker speaker_2: Thank you. So we got your phone number at 516-737-3536?

Speaker speaker_3: Correct.

Speaker speaker_2: And they get email c.slawee@yahoo.... I mean, @gmail.com?

Speaker speaker_3: Yes. That's right, gmail.com.

Speaker speaker_2: All right. So what type of, what type of changes were you looking to make?

Speaker speaker_3: I tried to exclude my wife from the benefits only just me and child, my daughter. She got separate, you know.

Speaker speaker_2: So you want to take your child off the coverage?

Speaker speaker_3: Uh, no, no, no. I want to be myself and my daughter for all o- all of them, but exclude my wife.

Speaker speaker_2: Okay. So you want to drop it down to employee plus...?

Speaker speaker_3: Yeah, I just want to drop my wife because she got separate insurance.

Speaker speaker_2: Okay, so I can do that for you.

Speaker speaker_3: Excellent.

Speaker speaker_2: Let's see.

Speaker speaker_3: And, uh, that's including, you know, dental and medical. It can be changed to the MetLife maybe?

Speaker speaker_2: Say that again?

Speaker speaker_3: If it can be changed the benefits to MetLife.

Speaker speaker_2: So the only thing that changed was the... to MetLife was the vision.

Speaker speaker_3: Oh, the vision? Oh, okay. Any other options I have? Because the one not everybody wants to take it.

Speaker speaker_2: You said for vision, you thinking of any other options for vision?

Speaker speaker_3: N- no, no, the, that doctor or medical.

Speaker speaker_2: Uh, so for medical they offer you... only you can go up to the Industry Plus Enhanced.

Speaker speaker_3: Okay, well, let's go that way.

Speaker speaker_2: Right, so you want to go... you want to go up to the Industry Plus Enhanced?

Speaker speaker_3: Uh, enhanced and I thought... No, no, no, no, I don't want to get enhanced. That's fine. Just, just do the basic, the waiver is only just exclude my wife from the, from the medical and dental and, uh, and vision.

Speaker speaker_2: All right. So you want to get... So you want to have the same coverage, but you want to do it just you and your child now?

Speaker speaker_3: Right. Me and my daughter, that's it.

Speaker speaker_2: Okay. So with your new... with your daughter be... just you and your daughter, your total will go down to \$67.97. Please be advised these changes won't happen until next year, January 6th 2024.

Speaker speaker_3: Uh, u- understood, understood.

Speaker speaker_2: Okay.

Speaker speaker_3: Uh, you're going to get, get me some mail or email confirmation?

Speaker speaker_2: You said a email confirmation of the enrollment?

Speaker speaker_3: Yeah.

Speaker speaker_2: All right. You mind if I put you on a brief hold?

Speaker speaker_3: Mm-hmm.

Speaker speaker_2: Yeah. Are you there, Mr. Mir?

Speaker speaker_4: Hey, how are you doing?

Speaker speaker_2: I'm doing good. So I just put in a request for th- that y- enrollment confirmation to be sent to you. You should receive it within 24 or 48 hours.

Speaker speaker_4: Okay. That's fine. I appreciate it.

Speaker speaker_2: No problem, Mr. Mir. Was there anything else I could help you with today?

Speaker speaker_4: No. Thank you very much.

Speaker speaker_2: No problem. Thanks for calling Benefits in a Cartel. Hope you have a great rest of your week.

Speaker speaker_4: Thanks. Bye bye.

Speaker speaker_2: Bye.