

## Transcript: Malcolm

Nash-6005743589703680-4766479447146496

### Full Transcript

Thanks for calling Benefits in a Card. This is Malcolm. How can I help you? Hi, I'm calling because I wanted to enroll in one of your plans, um, Insure Basic, I think it- it is called. Um, I work with Oxford Global Resources. I'm a consultant, and I was trying to enroll but I get, um, I got, like, an alert saying that I cannot enroll but I'm within the, um, the 30-day window from my first paycheck, so, um- Okay, what's the last... Mm-hmm? What's the last four of your social? Uh, 4610. First name? Alveona. If you want me to spell- Last name? Caffey. All right, for security purposes can you verify your address and date of birth for me? Yes. My address is 5 Woodrum Drive, Apartment 12, Braintree, Massachusetts 02184. My birthday is September 17th, 1994. Thank you. So we've got your phone number at 208-3977? Correct. And the email is last name- Alveona... .. alveona@gmail.com? Yeah. Correct. Yeah. Thank you. So you think you just want the Insure Plus Basic and that's it? Uh... What was that again? You said you want the Insure Plus Basic, correct? Uh, yes, I think so. Yeah. And that's the only thing that you're interested in? Mm-hmm. All right. Okay. So your total will be \$18 exactly, and that'll be deducted weekly. Do you authorize your employer to make these deductions? Um, I also want to enroll into the dental. Okay. And then disability as well, I think. So you want the dental, the Insure Plus and this, um, short-term disability? Yeah. And these are just for employee. Okay. Let's see, a total's going to be \$25.59. Do you authorize your employer to make these deductions? Yes. Thank you. All right. So the enrollment process does take one to two weeks. Once you see that first deduction from your paycheck and we see it in our system, that following Monday is when your coverage will become active, and your ID cards are sent one to two weeks from the activation date. Okay. In case I need any information, can I call again this number to get, like, a member ID or anything like that? So none of that information becomes available until your coverage becomes active. Yeah. Uh, before- And once your coverage does become active... Oh, go ahead. No, I was just, uh, wondering if I need that information before I get the card delivered. Yeah, so if you want a digital copy, so once your coverage becomes active it takes 24 to 48 hours for your ID cards to be generated. So whatever, whichever week your coverage becomes active I would advise calling back around Thursday or Friday. Typically that's when a digital version will be available right when you have the physical one. Okay. All right. Well, was there anything else I could help you with today, Ms. Alveona? Uh, no, but just if you can repeat, like, when, um, two weeks from when was... should I expect it activated? So in... the enroll- All right. So the enrollment process typically takes one to two weeks. Mm-hmm. And so that's the nor- but it's still yet to when Oxford make those first deductions happen. After those first deduction happen and we see it in our end, that following Monday is when your coverage will become active. Okay. Sounds good. Thank you. No problem. Thanks for calling Benefits in a Card. I hope you have a great rest of your week. Thank you. You too. Bye-bye. You too. Bye.

## Conversation Format

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

Speaker speaker\_1: Hi, I'm calling because I wanted to enroll in one of your plans, um, Insure Basic, I think it- it is called. Um, I work with Oxford Global Resources. I'm a consultant, and I was trying to enroll but I get, um, I got, like, an alert saying that I cannot enroll but I'm within the, um, the 30-day window from my first paycheck, so, um-

Speaker speaker\_0: Okay, what's the last...

Speaker speaker\_1: Mm-hmm?

Speaker speaker\_0: What's the last four of your social?

Speaker speaker\_1: Uh, 4610.

Speaker speaker\_0: First name?

Speaker speaker\_1: Alveona. If you want me to spell-

Speaker speaker\_0: Last name?

Speaker speaker\_1: Caffey.

Speaker speaker\_0: All right, for security purposes can you verify your address and date of birth for me?

Speaker speaker\_1: Yes. My address is 5 Woodrum Drive, Apartment 12, Braintree, Massachusetts 02184. My birthday is September 17th, 1994.

Speaker speaker\_0: Thank you. So we've got your phone number at 208-3977?

Speaker speaker\_1: Correct.

Speaker speaker\_0: And the email is last name-

Speaker speaker\_1: Alveona...

Speaker speaker\_0: ... alveona@gmail.com?

Speaker speaker\_1: Yeah. Correct. Yeah.

Speaker speaker\_0: Thank you. So you think you just want the Insure Plus Basic and that's it?

Speaker speaker\_1: Uh... What was that again?

Speaker speaker\_0: You said you want the Insure Plus Basic, correct?

Speaker speaker\_1: Uh, yes, I think so. Yeah.

Speaker speaker\_0: And that's the only thing that you're interested in?

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: All right. Okay. So your total will be \$18 exactly, and that'll be deducted weekly. Do you authorize your employer to make these deductions?

Speaker speaker\_1: Um, I also want to enroll into the dental.

Speaker speaker\_0: Okay.

Speaker speaker\_1: And then disability as well, I think.

Speaker speaker\_0: So you want the dental, the Insure Plus and this, um, short-term disability?

Speaker speaker\_1: Yeah. And these are just for employee.

Speaker speaker\_0: Okay. Let's see, a total's going to be \$25.59. Do you authorize your employer to make these deductions?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Thank you. All right. So the enrollment process does take one to two weeks. Once you see that first deduction from your paycheck and we see it in our system, that following Monday is when your coverage will become active, and your ID cards are sent one to two weeks from the activation date.

Speaker speaker\_1: Okay. In case I need any information, can I call again this number to get, like, a member ID or anything like that?

Speaker speaker\_0: So none of that information becomes available until your coverage becomes active.

Speaker speaker\_1: Yeah. Uh, before-

Speaker speaker\_0: And once your coverage does become active... Oh, go ahead.

Speaker speaker\_1: No, I was just, uh, wondering if I need that information before I get the card delivered.

Speaker speaker\_0: Yeah, so if you want a digital copy, so once your coverage becomes active it takes 24 to 48 hours for your ID cards to be generated. So whatever, whichever week your coverage becomes active I would advise calling back around Thursday or Friday. Typically that's when a digital version will be available right when you have the physical one.

Speaker speaker\_1: Okay.

Speaker speaker\_0: All right. Well, was there anything else I could help you with today, Ms. Alveona?

Speaker speaker\_1: Uh, no, but just if you can repeat, like, when, um, two weeks from when was... should I expect it activated?

Speaker speaker\_0: So in... the enroll- All right. So the enrollment process typically takes one to two weeks.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: And so that's the nor- but it's still yet to when Oxford make those first deductions happen. After those first deduction happen and we see it in our end, that following Monday is when your coverage will become active.

Speaker speaker\_1: Okay. Sounds good. Thank you.

Speaker speaker\_0: No problem. Thanks for calling Benefits in a Card. I hope you have a great rest of your week.

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

Speaker speaker\_0: You too. Bye.