

Transcript: Malcolm

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thanks for calling Benefits in a Card. This is Malcolm. How can I help you? Hello. I'm calling to confirm that my... I can barely hear you, ma'am. Is this better? No, ma'am. It sounds like you're really far away. Can you hear me better now? Yes, ma'am. That's way better. How can I help you? Okay. I'm calling to confirm that, uh, my benefits selections, uh, in a Card for 2024 were actually established. I had requested them via phone because the web portal wasn't working, but I haven't seen any withdrawals from my, uh, from my payroll. What staff and company do you- And I want to continue with my original selections if they actually are in place. What staff and company do you work for? Oxford Global Resources. What's the last four of your social? 9575. First name? Dorothea Anderson. For security purposes, can you verify your address and date of birth for me? 106 Fort Sumter Drive, Greenville, North Carolina 27858, April 21st, 1964. Thank you. So it looks like you got on road in a short-term disability and a life insurance. Yeah, but those aren't actually being withdrawn from my, from my, um, from my check. So I wasn't sure if that was really working. Okay. So the coverage won't become active- It says on my Go ahead? ... roll... Go ahead? Go ahead. Oh, no. Please go ahead. I see. So the coverage won't become active until January 6th. Oh. So even though I, I signed up during the, uh, 2024 period, they won't become active until January 6th? Yes, ma'am. Because you're outside of your personal open enrollment window, which is 30 days from the date you receive your first paycheck. And the, the, uh, the open enrollment window is for 2025 so that coverage will start in 2025. Yeah. So what I'm saying is that when I started it, it was within 30 days of my date of hire- Um- ... but they didn't make any withdrawals. So it is now set so that in 2026 these will actually occur. I see. Right? 'Cause I actually called d- during the 2024 period to establish it in 2024. I was just hired pretty late in the year because my start date was October 28th. And within that window, I requested Benefits in a Card for 2024. So just a second. And I just wanted to make sure that whatever is going on, this actually does roll over into 2025, 'cause I don't want to make any changes. I want to continue with the same coverage. Yes, ma'am. It'll start, it'll start January 6th. Okay. Um, all right. Then that is all I needed to just confirm that I'm set for next year. All right. Well, if there's nothing else- Okay. Thank you. ... Ms. Anderson, thanks for calling Benefits in a Card. Hope you have a great rest of your week. Thanks. You too. Bye. Thank you. Bye.

Conversation Format

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

Speaker speaker_1: Thanks for calling Benefits in a Card. This is Malcolm. How can I help you?

Speaker speaker_2: Hello. I'm calling to confirm that my...

Speaker speaker_1: I can barely hear you, ma'am.

Speaker speaker_2: Is this better?

Speaker speaker_1: No, ma'am. It sounds like you're really far away.

Speaker speaker_2: Can you hear me better now?

Speaker speaker_1: Yes, ma'am. That's way better. How can I help you?

Speaker speaker_2: Okay. I'm calling to confirm that, uh, my benefits selections, uh, in a Card for 2024 were actually established. I had requested them via phone because the web portal wasn't working, but I haven't seen any withdrawals from my, uh, from my payroll.

Speaker speaker_1: What staff and company do you-

Speaker speaker_2: And I want to continue with my original selections if they actually are in place.

Speaker speaker_1: What staff and company do you work for?

Speaker speaker_2: Oxford Global Resources.

Speaker speaker_1: What's the last four of your social?

Speaker speaker_2: 9575.

Speaker speaker_1: First name?

Speaker speaker_2: Dorothea Anderson.

Speaker speaker_1: For security purposes, can you verify your address and date of birth for me?

Speaker speaker_2: 106 Fort Sumter Drive, Greenville, North Carolina 27858, April 21st, 1964.

Speaker speaker_1: Thank you. So it looks like you got on road in a short-term disability and a life insurance.

Speaker speaker_2: Yeah, but those aren't actually being withdrawn from my, from my, um, from my check. So I wasn't sure if that was really working.

Speaker speaker_1: Okay. So the coverage won't become active-

Speaker speaker_2: It says on my

Speaker speaker_3: Go ahead?

Speaker speaker_2: ... roll...

Speaker speaker_1: Go ahead?

Speaker speaker_2: Go ahead. Oh, no. Please go ahead.

Speaker speaker_1: I see. So the coverage won't become active until January 6th.

Speaker speaker_2: Oh. So even though I, I signed up during the, uh, 2024 period, they won't become active until January 6th?

Speaker speaker_1: Yes, ma'am. Because you're outside of your personal open enrollment window, which is 30 days from the date you receive your first paycheck. And the, the, uh, the open enrollment window is for 2025 so that coverage will start in 2025.

Speaker speaker_2: Yeah. So what I'm saying is that when I started it, it was within 30 days of my date of hire-

Speaker speaker_1: Um-

Speaker speaker_2: ... but they didn't make any withdrawals. So it is now set so that in 2026 these will actually occur.

Speaker speaker_1: I see.

Speaker speaker_2: Right? 'Cause I actually called d- during the 2024 period to establish it in 2024. I was just hired pretty late in the year because my start date was October 28th. And within that window, I requested Benefits in a Card for 2024.

Speaker speaker_1: So just a second.

Speaker speaker_2: And I just wanted to make sure that whatever is going on, this actually does roll over into 2025, 'cause I don't want to make any changes. I want to continue with the same coverage.

Speaker speaker_1: Yes, ma'am. It'll start, it'll start January 6th.

Speaker speaker_2: Okay. Um, all right. Then that is all I needed to just confirm that I'm set for next year.

Speaker speaker_1: All right. Well, if there's nothing else-

Speaker speaker_2: Okay. Thank you.

Speaker speaker_1: ... Ms. Anderson, thanks for calling Benefits in a Card. Hope you have a great rest of your week.

Speaker speaker_2: Thanks. You too. Bye.

Speaker speaker_1: Thank you. Bye.