

## **Transcript: Pamela**

**Blanc-6456052707147776-6605377512849408**

### **Full Transcript**

Thank you for calling Benefits in a Card. This is Pamela speaking. How may I help you? Yes, um, I am, uh, part of Oxford, uh, Consulting, uh, I'm a consultant, uh, with, with Oxford. And, um, um, I... My, my wife, uh, just lost, uh, her job last week. So can I, uh, apply for the benefits, uh, the health insurance? And you already working with Oxford you said, right? Yeah, I've been, uh, working with Oxford for last three years, but, uh, I never applied for the, uh, benefits because I use my wife, uh- Okay. I never used it. May I have the last four digits of your Social? 3160- Your first and last name? Uh, An Bien. Nguyen, N-A-N, dash, B-I-E-N. Last name is Nguyen, N-Q-U-Y-E-N. Okay, thank you for the information. Okay, Mr. Nguyen, can you please verify your complete address and date of birth for security reasons and to make sure I am in the correct file? So I recently changed address. I don't know if it's updated yet, but the new address is 554 Mansion Park Drive, uh, Santa Clara 954-9... Uh, 9505- What was the name of the street? I'm sorry? What was the... You said the name of the street? Oh, the street is, uh, Mansion Park Drive. That's not the address we have on file, sir. Okay, so maybe they still use the I mean, sorry, they still use, uh, uh, uh, four, um, um, I think, uh, 4... 41044, um, Janet Street, uh, Fremont. Okay. Um, we have a telephone number of 408-802-7489. 7489, yeah, uh, 408-802-7489. All right. All right. So I will have to see. Let's see. That would be considered a qualified live event. I'm gonna send you an email to the email we have on file. Okay. Um, call, um... The email we have is D... D-I-N... I'm sorry, D-I-E-N-S-J-C-C@gmail.com? Yeah, that's correct. All right. You could, um... When I send you the email you're going to follow the instructions and reply back to that email. Mm-hmm. It takes about 48 to 72 hours for them to review it and give me a response. Okay. As soon as I get the response back, I will give you a call. Okay. And, um, and let you know if we need any other information and if they approve their enrollment. Uh, okay. The email will be coming in from info@benefitsinacard. Check your spam and junk mail. Okay. It might go there. Sure. All right. Anything else I could do for you, sir? No. Uh, uh, do I, uh, uh... Can I also enroll in the 401too or no? We do not process that information, sir. Oh, okay. So just, uh, um, the MEC... If I select the Stay Healthy MEC, I can, right? If I follow instruction, right? If I... Yeah, whatever they offer, but we do not offer any saving plans. I'm sorry, you don't offer what? The, uh, saving plans for 401or anything similar. Oh, okay. But the, um, the, the medical plan's okay, right? The MEC EnsurePlus Basic or EnsurePlus Enhanced. You, you have... You offer that, right? Yes. Okay. Okay. Sounds good. All right, thank you so much. Thank you for giving us a call. Have a great rest of the day. Okay, bye-bye.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits in a Card. This is Pamela speaking. How may I help you?

Speaker speaker\_1: Yes, um, I am, uh, part of Oxford, uh, Consulting, uh, I'm a consultant, uh, with, with Oxford. And, um, um, I... My, my wife, uh, just lost, uh, her job last week. So can I, uh, apply for the benefits, uh, the health insurance?

Speaker speaker\_0: And you already working with Oxford you said, right?

Speaker speaker\_1: Yeah, I've been, uh, working with Oxford for last three years, but, uh, I never applied for the, uh, benefits because I use my wife, uh-

Speaker speaker\_0: Okay.

Speaker speaker\_1: I never used it.

Speaker speaker\_0: May I have the last four digits of your Social?

Speaker speaker\_1: 3160-

Speaker speaker\_0: Your first and last name?

Speaker speaker\_1: Uh, An Bien. Nguyen, N-A-N, dash, B-I-E-N. Last name is Nguyen, N-Q-U-Y-E-N.

Speaker speaker\_0: Okay, thank you for the information. Okay, Mr. Nguyen, can you please verify your complete address and date of birth for security reasons and to make sure I am in the correct file?

Speaker speaker\_1: So I recently changed address. I don't know if it's updated yet, but the new address is 554 Mansion Park Drive, uh, Santa Clara 954-9... Uh, 9505-

Speaker speaker\_0: What was the name of the street?

Speaker speaker\_1: I'm sorry?

Speaker speaker\_0: What was the... You said the name of the street?

Speaker speaker\_1: Oh, the street is, uh, Mansion Park Drive.

Speaker speaker\_0: That's not the address we have on file, sir.

Speaker speaker\_1: Okay, so maybe they still use the

Speaker speaker\_2: I mean, sorry, they still use, uh, uh, uh, four, um, um, I think, uh, 4... 41044, um, Janet Street, uh, Fremont.

Speaker speaker\_0: Okay. Um, we have a telephone number of 408-802-7489.

Speaker speaker\_1: 7489, yeah, uh, 408-802-7489.

Speaker speaker\_0: All right. All right. So I will have to see. Let's see. That would be considered a qualified live event. I'm gonna send you an email to the email we have on file.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Um, call, um... The email we have is D... D-I-N... I'm sorry, D-I-E-N-S-J-C-C@gmail.com?

Speaker speaker\_1: Yeah, that's correct.

Speaker speaker\_0: All right. You could, um... When I send you the email you're going to follow the instructions and reply back to that email.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: It takes about 48 to 72 hours for them to review it and give me a response.

Speaker speaker\_1: Okay.

Speaker speaker\_0: As soon as I get the response back, I will give you a call.

Speaker speaker\_1: Okay.

Speaker speaker\_0: And, um, and let you know if we need any other information and if they approve their enrollment. Uh, okay. The email will be coming in from info@benefitsinacard. Check your spam and junk mail.

Speaker speaker\_1: Okay.

Speaker speaker\_0: It might go there.

Speaker speaker\_1: Sure.

Speaker speaker\_0: All right. Anything else I could do for you, sir?

Speaker speaker\_1: No. Uh, uh, do I, uh, uh... Can I also enroll in the 401too or no?

Speaker speaker\_0: We do not process that information, sir.

Speaker speaker\_1: Oh, okay. So just, uh, um, the MEC... If I select the Stay Healthy MEC, I can, right? If I follow instruction, right?

Speaker speaker\_0: If I... Yeah, whatever they offer, but we do not offer any saving plans.

Speaker speaker\_1: I'm sorry, you don't offer what?

Speaker speaker\_0: The, uh, saving plans for 401or anything similar.

Speaker speaker\_1: Oh, okay. But the, um, the, the medical plan's okay, right? The MEC EnsurePlus Basic or EnsurePlus Enhanced. You, you have... You offer that, right?

Speaker speaker\_0: Yes.

Speaker speaker\_1: Okay. Okay. Sounds good. All right, thank you so much.

Speaker speaker\_0: Thank you for giving us a call. Have a great rest of the day.

Speaker speaker\_1: Okay, bye-bye.