

Transcript: Sara

Marulanda-4595342358036480-6030933666775040

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits Connect card. My name is Sarah. May I have your name? Kim. Hello, Ms. Kim. How may I help you? Yes. Um, I currently have insurance and, um, I would like to remove dental for next year, but keep everything else. Sure. I can help you with that. May I have the name of the agency and the last four of your Social, please? Um, the agency is Oxford. Okay. 2951. And for security purposes, can you please verify your address and date of birth? 436 West King Street in Strasburg, Virginia, 5667. And is your email ksh.cpc@protonmail.com? Correct. And is your phone number 540-331-0968? Correct. Thank you very much. Okay. So you want no dental for next year. Okay. I already made the changes. So next year you're going to have Insurance Plus Enhanced, short-term disability, term life, and vision. Is that correct? Yes. Okay. So, uh, please allow one to two weeks for your coverage to become with the new, new deductions. Once you see the new deduction, that means then the following Monday, that's when your dental coverage will not be activated anymore. Okay. All righty, ma'am. Um, other than that, is there anything else that I can help you with? Yeah, I just had a question. Um, what- Sure. I started work for this company, it was June, July, and I did not sign up for, um, 401a at the time. Okay. That- Is, are you only allowed to set up that when you are hired? Do you know? Well, that's something that you will need to, uh, contact Oxford directly. Okay. We only take care of the healthcare benefits. Okay. All right. Thank you very much. I'm sorry about that. You're more than welcome. Have a wonderful day, ma'am. Yep. Thank you. Okay.

Conversation Format

Speaker None: Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits Connect card. My name is Sarah. May I have your name? Kim. Hello, Ms. Kim. How may I help you? Yes. Um, I currently have insurance and, um, I would like to remove dental for next year, but keep everything else. Sure. I can help you with that. May I have the name of the agency and the last four of your Social, please? Um, the agency is Oxford. Okay. 2951. And for security purposes, can you please verify your address and date of birth? 436 West King Street in Strasburg, Virginia, 5667. And is your email ksh.cpc@protonmail.com? Correct. And is your phone number 540-331-0968? Correct. Thank you very much. Okay. So you want no dental for next year. Okay. I already made the changes. So next year you're going to have Insurance Plus Enhanced, short-term disability, term life, and vision. Is that correct? Yes. Okay. So, uh, please allow one to two weeks for your coverage to become with the new, new deductions. Once you see the new deduction, that means then the following Monday, that's when your dental coverage will not be activated

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