

Transcript: Sara

Marulanda-5888278415228928-6305848985337856

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Cart. My name is Sarah. May I have your name, please? Cynthia Speevack. S-P-E-E-V-A-C-K. Hello, ma'am. How may I help you? Um, my husband recently enrolled in benefits, and we received an email saying that since I am his dependent that you need some information. Okay, let me check that. Um, is your husband there? Yep. Oh, okay. I'm gonna need for him to provide me some information. Okay. Hold on, please. Thank you very much, ma'am. Yeah, Mark here. Hi, sir. Uh, may I have please the name of the agency that you are working with and the last four of your Social? It's Oxford Corporation, or Oxford, I think. I'm not exactly sure what the- The full name is. ... full name is. Oxford. Oxford Global. Yes. Yeah, Oxford Global, that's it. And 9208. Okay, and your name and last name? Mark Miller. Mr. Miller, and just for security purposes, can you please verify your address and date of birth? 453 Sudbury Street, Marlborough, Massachusetts. That's February 16, '62. Email mwmiller9208@comcast.net? Yes. Phone number 508-786-0688. That's a home. Why don't you change to my cell phone? It's easier to get hold of me. That would be 508- We have another one here. Yeah. 508-315-9860. Yep, that's the primary one. Use that. Okay, so let me change them, because they're opposite. Give me just a minute please. Oh, okay. It has been correct already. Okay, so your request covers for employee plus his spouse, but we don't have the spouse information. Okay. Um, okay. The enrollment was for dental, short-term disability and vision. Is that correct? Uh, not short-term disability. I believe that is only for a, uh, employee. This is just gonna be for vision and dental. Yes, that's for yourself only. Okay. So we're gonna put your spouse on vision and dental, right? Yes. Okay, perfect. So now if you want to provide me her information or did you want to put her on the phone? Either way will work. I will put her back on the phone. All right? Hold on. All right. Okay. Appreciate it. Thank you very much. Hi. Hi, Ms. Uh, Cynthia? Yes. Uh, thank you, ma'am. Okay. Can you please just spell your first name for me? Yep. C-Y-N-T-H-I-A. Thank you. And a middle initial? B, like boy. And your last name? I'm gonna spell it too. S like Sam. P like puppy. E like elephant. E like elephant. V, Victor, like Victor. A. C like cat. K like kite. Okay. And your Social Security number? 406043035. 406043035. Yes, that sounds right. And, and your date of birth, ma'am? 6/12/1962. Two. Oh, okay. So please allow one to two weeks for, uh, Mr. Miller, employer, to start making deductions. Once you guys, uh, see the first deduction, that means the following Monday, that's when the coverage became active. And you're gonna receive your ID cards by the end of that same week. If you have not received it- Okay. ... if you have not received your ID cards by the end of that week- Uh-huh. ... please give us a call between Thursday and Friday after the first deduction. We can send you virtual copies while you wait for the hard copies to arrive on the mail. Okay. Thank you very much. You're more than welcome. Anything else that I can help you with? No, that's it. All righty. Thank you for calling- ...

Benefits in a Cart. Have a wonderful night. You too. Thank you. Bye-bye.

Conversation Format

Speaker None: Your call may be monitored or recorded for quality assurance purposes.

Thank you for calling Benefits in a Cart. My name is Sarah. May I have your name, please?

Cynthia Speevack. S-P-E-E-V-A-C-K. Hello, ma'am. How may I help you? Um, my husband recently enrolled in benefits, and we received an email saying that since I am his dependent that you need some information. Okay, let me check that. Um, is your husband there? Yep. Oh, okay. I'm gonna need for him to provide me some information. Okay. Hold on, please. Thank you very much, ma'am. Yeah, Mark here. Hi, sir. Uh, may I have please the name of the agency that you are working with and the last four of your Social? It's Oxford Corporation, or Oxford, I think. I'm not exactly sure what the- The full name is. ... full name is. Oxford. Oxford Global. Yes. Yeah, Oxford Global, that's it. And 9208. Okay, and your name and last name? Mark Miller. Mr. Miller, and just for security purposes, can you please verify your address and date of birth? 453 Sudbury Street, Marlborough, Massachusetts. That's February 16, '62. Email mwmiller9208@comcast.net? Yes. Phone number 508-786-0688. That's a home. Why don't you change to my cell phone? It's easier to get hold of me. That would be 508- We have another one here. Yeah. 508-315-9860. Yep, that's the primary one. Use that. Okay, so let me change them, because they're opposite. Give me just a minute please. Oh, okay. It has been correct already. Okay, so your request covers for employee plus his spouse, but we don't have the spouse information. Okay. Um, okay. The enrollment was for dental, short-term disability and vision. Is that correct? Uh, not short-term disability. I believe that is only for a, uh, employee. This is just gonna be for vision and dental. Yes, that's for yourself only. Okay. So we're gonna put your spouse on vision and dental, right? Yes. Okay, perfect. So now if you want to provide me her information or did you want to put her on the phone? Either way will work. I will put her back on the phone. All right? Hold on. All right. Okay. Appreciate it. Thank you very much. Hi. Hi, Ms. Uh, Cynthia? Yes. Uh, thank you, ma'am. Okay. Can you please just spell your first name for me? Yep. C-Y-N-T-H-I-A. Thank you. And a middle initial? B, like boy. And your last name? I'm gonna spell it too. S like Sam. P like puppy. E like elephant. E like elephant. V, Victor, like Victor. A. C like cat. K like kite. Okay. And your Social Security number? 406043035. 406043035. Yes, that sounds right. And, and your date of birth, ma'am? 6/12/1962. Two. Oh, okay. So please allow one to two weeks for, uh, Mr. Miller, employer, to start making deductions. Once you guys, uh, see the first deduction, that means the following Monday, that's when the coverage became active. And you're gonna receive your ID cards by the end of that same week. If you have not received it- Okay. ... if you have not received your ID cards by the end of that week- Uh-huh. ... please give us a call between Thursday and Friday after the first deduction. We can send you virtual copies while you wait for the hard copies to arrive on the mail. Okay. Thank you very much. You're more than welcome. Anything else that I can help you with? No, that's it. All righty. Thank you for calling- ... Benefits in a Cart. Have a wonderful night. You too. Thank you. Bye-bye.