

Transcript: Sara

Marulanda-5963652929634304-5401908570177536

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits Union Card. My name is Sarah. May I have me- may I have your name please? Adam Miro. I'm- Hello, Mr.- Hello, Mr.A- um, Mr. Adam. How may I help you? I need to sign up for benefits and, um, enroll my wife too. Sure, I can help you with that. Thank you. May I have the name of the agency that you are working with and the last four of your Social? It's Oxford and my last four are 1860. Thank you very much, Mr. Adam Miro. Mm-hmm. And just for security purposes, can you please verify your address and date of birth? Um, I have a lot of addresses but, um, it is... If, if it's the latest one in the system, is it 3912 Florimar Terrace in Newport Richey? Um, I have a different one. It's 18... You have 18282? No, not 82. Uh, 27249 1st? Yes, that one. Yeah. So do you want to keep that address or do you want to change it? Um, change it. Okay. So what is the new address? Uh, 3912 Florimar, F-L-O-R, Flor, F-L-O-R, yeah, A-M-A-R. It's always hard to spell. Terrace Florimar. ... in North. Florimar Terrace, yep, Newport Richey, Florida. Okay, I'm sorry. Uh, 3912 Florimar what? T-E-R for terrace. Terrace? Just put, just put T-E-R, yeah. Okay. Um, 3912- Florida. ... Florimar Terrace. Is there any apartment number? Uh, oh, no, it's house, uh, house. Okay. Okay, and the name of the city? Uh, Newport Richey, all separate words. Newport. Okay, the state? Florida. And the zip code? Um, 34652. Sorry, I got so many houses and this, this house was in the hurricane, flooded with three foot of water and I'm just now moving back in there, so anyways. I'm sorry. Let me check that for you. Uh, I can Google it really fast. 34652, um- Hold on. ... Newport Richey, yes. Yeah, 39... went too far and she's, uh, 34652. Yep, one sec. Okay. Newport Rich- or Richey? Richey, R, yeah. You can just Google it, so I guess. Okay, um, let me check. Okay. And is your, uh, email adam.miro@gmail.com? Yes. And is your phone number 727-999-1832? Wait, um, what are the last four? It should be 1813. I got it. Eh, 1813? Yes. Is that correct? Mm-hmm. Okay, thank you. Yeah, I'm sorry. I'm repeating too much because it's kind of breaking up. I know. I don't know. So sorry about that. Okay. No, that's okay. Did you already know what you would like to enroll, Ad? No, because I'm 100% disabled Marine, um, so I never need medical. I've never needed it, so I don't know anything about it. It's mainly for my wife. So- Okay. And you can't just do spouse- You can't send me that. ... you know? What? What was that? Yeah. Wait a second for the information. Hold on. You're breaking up. I didn't understand a word. You're going to be enrolled on day... There. Is... That's breaking up really bad. Hold on. Hold on. Can you repeat that for me? Wait, wait, wait. Stop it. Um, hold on. Maybe it's my... Oh, okay. I mean, my wife is good. Let me, um... It might be your end. Is it better? Okay, now it sounds much better. Okay, um- Hey, so you're gonna be enrolled on future enrollment because enrollment is going to be for, um, based on your company open enrollment period. Yeah. What the offering is, they have one preventive care plan, that one will cover for one physical exam examination, blood pressure, screening- I,

I can't understand you. I have no... I know nothing about this stuff. I use the VA for everything. Okay, I'm trying to explain you the plans. I know nothing. I'm going to read the plans to you and then you're going to decide which one you want to do. Well, it's not me because I don't use the plans really, but, um, and I don't know AML, GML, whatever, all those things. It's my wife that needs to know that because, um... Can we throw way her, or I mean, now can we register her so that way she can call and talk to you and you can explain it to her? Okay, for the original enrollment, you have to be the one who enrolls yourself and enrolls her. What I can do is send you benefit guide. That way you guys- I have the benefit guide. I just-So, are each one different? I don't get it. No, it's the same. It's the same benefit guide. Um- No. I mean, are, i- the... If, if I pick a benefit package and she has to pick her own benefit package? What you... Okay, what you mean is then if you guys can enroll on different plans? No. I'm asking you, is that what, how it works? Or is it we're both under the same plan? Well, you can be enrolled on a, let's say, uh, dental and vision and if she don't want to be on dental, just on vision, is, you are allowed to do that. Right. That, I know. But- Okay. But the medical part, like, I need basically no medical, right? The bare minimum. Okay. The, what you mean is- She seems like a middle tier. Like, and then we don't know anything about, like, um, what doctors take what and this and that and all those questions, so I, I don't have to worry about that. That's what I'm trying to explain to you, sir. That's what I'm trying to explain to you. I'm going to... I want to go plan by plan and explain you that. Is your spouse there? No. Can you three-way her in? Can I three-way her phone call in? Can I include her in this call? Well, I do think so, yes. Um, yes. Okay. So, hold on one second while I call her and, um... 6158667821. Oh, shoot. Hold on. Um, it'll stop eventually. We close that. To replay your message press one. To continue recording- Press one. ... press two. To delete and re-record your message, press three. For delivery options, press four. All right. I'm gonna push two times. To send a fax, press six. To cancel this message, press star. To send this message now, press pound or hang up. All right. Well, I guess it'll stop. Um- To replay your message, press one. To continue recording, press two. To delete and rerecord your message, press three. For delivery op- All right. It-

Conversation Format

Speaker None: Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits Union Card. My name is Sarah. May I have me- may I have your name please? Adam Miro. I'm- Hello, Mr.- Hello, Mr.A- um, Mr. Adam. How may I help you? I need to sign up for benefits and, um, enroll my wife too. Sure, I can help you with that. Thank you. May I have the name of the agency that you are working with and the last four of your Social? It's Oxford and my last four are 1860. Thank you very much, Mr. Adam Miro. Mm-hmm. And just for security purposes, can you please verify your address and date of birth? Um, I have a lot of addresses but, um, it is... If, if it's the latest one in the system, is it 3912 Florimar Terrace in Newport Richey? Um, I have a different one. It's 18... You have 18282? No, not 82. Uh, 27249 1st? Yes, that one. Yeah. So do you want to keep that address or do you want to change it? Um, change it. Okay. So what is the new address? Uh, 3912 Florimar, F-L-O-R, Flor, F-L-O-R, yeah, A-M-A-R. It's always hard to spell. Terrace Florimar. ... in North. Florimar Terrace, yep, Newport Richey, Florida. Okay, I'm sorry. Uh, 3912

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