

Transcript: VICTORIA

Taylor-4544892327903232-5651329028407296

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card, this is Victoria. How can I help you? Hello, this is Gonzalo. I am new employee for Oxford. I'm trying to enroll for the insurance. I am trying to open the website, uh, but it's not working, so I have a message that says that I have to dial this number. Okay. Um, what's the last four of your Social? 2961. And your first and last name? Gonzalo Villa. Okay. Do you mind verifying your address and date of birth? 48 Woodwind Court, Wentzville, Missouri 63385 and November 7, 1979. And then phone number 314-359-3412? That's my number. And email is llcolo@hotmail.com? I-l-c-o-l-o. Oh, okay. Gotcha. Um, let's see. Do you know what you're wanting to enroll into? Mm, actually, no. I'm kinda, uh, lost in here. Uh, I was sent so many PDFs and none of them are showing me the, the, um, the coverage, so- Okay. Uh, I don't know if you can walk me through, or if I tell you what is my situation and you can point me to the right direction. How, how do you, does it work, best for you? Um, so I wouldn't be able to suggest a plan based off of your situation, unfortunately, but I can, um, email you a copy of the benefits guide. Yes, please. Which goes over all of the plans, um, what they cover and how much they cost. Uh, yeah. I'm single, so if you can focus on, on single... I think I found it, actually. It's 2025 Consultant Benefit, the PDF. Did you find it? Um, I believe, I believe it would be '24. I'm gonna email it to you. Okay. Yeah. Give me just one second. Okay, you should get it here in a few seconds. Um, so like I said, that benefits guide that I sent to you will go over all the plans being offered, what they cover and how much they cost. Mm-hmm. Um, so if you wanna look over that and then you can give us a call back to enroll once you know. Mm, okay. And I'm waiting for your email to make sure that I have it. Okay, it went to, to spam. I think I have it, uh, move to inbox. Um, all right. Yes, I, I receive it. Okay, I will call you back once I go through this, uh, uh, PDF. Okay. And then just to let you know, it looks like you have until the 1st of January to get enrolled. Okay. All right. Yeah, I mean, if I can do it now, even better. Right? Yeah. Yeah, thank you for this. I mean, you are able to get enrolled. Huh? I was just letting you know that you are, you, you're currently able to get enrolled, but you have until the 1st of January to do so. Right, right, right, right. I appreciate the, um, the, that you're letting me know that. I'm just saying that if I can make it, uh, right now, even better. Uh, and not wait till the last day, but, uh, if I have to, I, I will take my time to, to make the right decision. So I appreciate it. Okay. You're welcome. Have a good day. You too. Bye-bye. Bye-bye.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits on a Card, this is Victoria. How can I help you?

Speaker speaker_2: Hello, this is Gonzalo. I am new employee for Oxford. I'm trying to enroll for the insurance. I am trying to open the website, uh, but it's not working, so I have a message that says that I have to dial this number.

Speaker speaker_1: Okay. Um, what's the last four of your Social?

Speaker speaker_2: 2961.

Speaker speaker_1: And your first and last name?

Speaker speaker_2: Gonzalo Villa.

Speaker speaker_1: Okay. Do you mind verifying your address and date of birth?

Speaker speaker_2: 48 Woodwind Court, Wentzville, Missouri 63385 and November 7, 1979.

Speaker speaker_1: And then phone number 314-359-3412?

Speaker speaker_2: That's my number.

Speaker speaker_1: And email is llcolo@hotmail.com?

Speaker speaker_2: I-I-c-o-l-o.

Speaker speaker_1: Oh, okay. Gotcha. Um, let's see. Do you know what you're wanting to enroll into?

Speaker speaker_2: Mm, actually, no. I'm kinda, uh, lost in here. Uh, I was sent so many PDFs and none of them are showing me the, the, um, the coverage, so-

Speaker speaker_1: Okay.

Speaker speaker_2: Uh, I don't know if you can walk me through, or if I tell you what is my situation and you can point me to the right direction. How, how do you, does it work, best for you?

Speaker speaker_1: Um, so I wouldn't be able to suggest a plan based off of your situation, unfortunately, but I can, um, email you a copy of the benefits guide.

Speaker speaker_2: Yes, please.

Speaker speaker_1: Which goes over all of the plans, um, what they cover and how much they cost.

Speaker speaker_2: Uh, yeah. I'm single, so if you can focus on, on single... I think I found it, actually. It's 2025 Consultant Benefit, the PDF. Did you find it?

Speaker speaker_1: Um, I believe, I believe it would be '24. I'm gonna email it to you.

Speaker speaker_2: Okay.

Speaker speaker_1: Yeah. Give me just one second. Okay, you should get it here in a few seconds. Um, so like I said, that benefits guide that I sent to you will go over all the plans being offered, what they cover and how much they cost.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Um, so if you wanna look over that and then you can give us a call back to enroll once you know.

Speaker speaker_2: Mm, okay. And I'm waiting for your email to make sure that I have it. Okay, it went to, to spam. I think I have it, uh, move to inbox. Um, all right. Yes, I, I receive it. Okay, I will call you back once I go through this, uh, uh, PDF.

Speaker speaker_1: Okay. And then just to let you know, it looks like you have until the 1st of January to get enrolled.

Speaker speaker_2: Okay. All right. Yeah, I mean, if I can do it now, even better. Right?

Speaker speaker_1: Yeah.

Speaker speaker_2: Yeah, thank you for this.

Speaker speaker_1: I mean, you are able to get enrolled.

Speaker speaker_2: Huh?

Speaker speaker_1: I was just letting you know that you are, you, you're currently able to get enrolled, but you have until the 1st of January to do so.

Speaker speaker_2: Right, right, right, right. I appreciate the, um, the, that you're letting me know that. I'm just saying that if I can make it, uh, right now, even better. Uh, and not wait till the last day, but, uh, if I have to, I, I will take my time to, to make the right decision. So I appreciate it.

Speaker speaker_1: Okay. You're welcome. Have a good day.

Speaker speaker_2: You too. Bye-bye.

Speaker speaker_1: Bye-bye.