

Transcript: VICTORIA

Taylor-5241123660316672-4913461561606144

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? Uh, I, uh, I work at company, my company, they mailed me the health insurance open enrollment. And I, I think I, um, filled out the form, but not response to me. So maybe I not, I did not good, I don't know. Do you, could you help me out? What's the name of the agency you work for? AxisCare. I'm sorry? AxisCare. AxisCare. A-x-i-s, AxisCare, the care builder, Care Builders at Home. CareBuilders at Home? Yeah. And the last four of your social? Uh, 2059. And your first and last name? My first name is Tundemrih. Last name is Batuk. Do you mind verifying your address and date of birth? Uh, date of birth is, uh, March 26, 1973. And I live in, uh, 1431 Jackson Street. Apartment number is, uh, 212, uh, oh no, 809. And zip code is 94612, Oakland, California. Okay, so it's 1431 Jackson Street, and what was the apartment number? Uh, it's 809 or 212, uh, 20, wha- what, wha- which works for me. 10 buildings. Okay, so is it apartment 809 or 212? Uh, before I hired, uh, I lived, uh, 212 and I moved, uh, same building, different apartment. Now I living in, uh, 809. Okay, so it should be apartment 809? Yeah. Okay. Phone number is- Same building. ... 510- 886-07012. And then email is gonna be first name 1973- Yeah. ... at gmail.com? Yes. Okay, give me one second. Okay, so we did receive your email where you forwarded over the enrollment form requesting coverage. So we did go ahead and- Okay. ... enroll you into the, um, the MEC TeleRx for employee plus spouse. So you are pending- Okay. ... for enrollment. Okay, pending. But it's not here. Yeah, yeah. So, oh, not yet, okay. So you know, um, my I- uh, my English is very ugly, very hairy, so I try, I fill it out myself. So I didn't responding all those two weeks, so I don't believe maybe I, I did wrong thing, uh, wrong application filled out. That's why I'm not sure calling you and asking you. I understand. Yes, we received the email that you sent to us and we enrolled you into that plan. However, it's not yet active. It typically takes- Okay. ... about one to two weeks for any type of enrollment- Okay. ... to be processed through your payroll. So once you see the first deduction- Oh, I see. Oh, I see. I see. Yeah. Thank you so much. It's my, for me first time trying to get, uh, health insurance. Finally. Thank you. You're welcome. So I was saying- So I need to wait. Yeah, I need to wait here. Huh? Yeah, it, it'll take some time to go through. Um, just going back- Okay. ... to what I was saying, it will take one to two weeks to be processed through payroll. Once you see the first- Okay. ... deduction being made out of your, your check, the coverage will start the following Monday. And then once the coverage- Oh, okay. ... ID cards are made and sent to you within seven to 10 business days. Oh, okay. And, uh, could you, could you update my, uh, my apartment number is, uh, 809. Yes, I updated that. Oh, thank you so much. Yeah, I moved to same building, different apartment. And thank you so much. Uh, you gave me very useful in- information. Thank you. You're welcome. Do you need help with anything else? No, uh, you, I am very happy you are trying to, uh, correcting

my English, and, and finally you understand what I'm saying. Thank you so much. You're welcome. You have a good day. Thank you. Have a nice holidays. Thank you. You too.

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: Uh, I, uh, I work at company, my company, they mailed me the health insurance open enrollment. And I, I think I, um, filled out the form, but not response to me. So maybe I not, I did not good, I don't know. Do you, could you help me out?

Speaker speaker_1: What's the name of the agency you work for?

Speaker speaker_2: AxisCare.

Speaker speaker_1: I'm sorry?

Speaker speaker_2: AxisCare. AxisCare. A-x-i-s, AxisCare, the care builder, Care Builders at Home.

Speaker speaker_1: CareBuilders at Home?

Speaker speaker_2: Yeah.

Speaker speaker_1: And the last four of your social?

Speaker speaker_2: Uh, 2059.

Speaker speaker_1: And your first and last name?

Speaker speaker_2: My first name is Tundemrih. Last name is Batuk.

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

Speaker speaker_2: Uh, date of birth is, uh, March 26, 1973. And I live in, uh, 1431 Jackson Street. Apartment number is, uh, 212, uh, oh no, 809. And zip code is 94612, Oakland, California.

Speaker speaker_1: Okay, so it's 1431 Jackson Street, and what was the apartment number?

Speaker speaker_2: Uh, it's 809 or 212, uh, 20, wha- what, wha- which works for me. 10 buildings.

Speaker speaker_1: Okay, so is it apartment 809 or 212?

Speaker speaker_2: Uh, before I hired, uh, I lived, uh, 212 and I moved, uh, same building, different apartment. Now I living in, uh, 809.

Speaker speaker_1: Okay, so it should be apartment 809?

Speaker speaker_2: Yeah.

Speaker speaker_1: Okay. Phone number is-

Speaker speaker_2: Same building.

Speaker speaker_1: ... 510-

Speaker speaker_2: 886-07012.

Speaker speaker_1: And then email is gonna be first name 1973-

Speaker speaker_2: Yeah.

Speaker speaker_1: ... at gmail.com?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay, give me one second. Okay, so we did receive your email where you forwarded over the enrollment form requesting coverage. So we did go ahead and-

Speaker speaker_2: Okay.

Speaker speaker_1: ... enroll you into the, um, the MEC TeleRx for employee plus spouse. So you are pending-

Speaker speaker_2: Okay.

Speaker speaker_1: ... for enrollment.

Speaker speaker_2: Okay, pending.

Speaker speaker_1: But it's not here.

Speaker speaker_2: Yeah, yeah. So, oh, not yet, okay. So you know, um, my I- uh, my English is very ugly, very hairy, so I try, I fill it out myself. So I didn't responding all those two weeks, so I don't believe maybe I, I did wrong thing, uh, wrong application filled out. That's why I'm not sure calling you and asking you.

Speaker speaker_1: I understand. Yes, we received the email that you sent to us and we enrolled you into that plan. However, it's not yet active. It typically takes-

Speaker speaker_2: Okay.

Speaker speaker_1: ... about one to two weeks for any type of enrollment-

Speaker speaker_2: Okay.

Speaker speaker_1: ... to be processed through your payroll. So once you see the first deduction-

Speaker speaker_2: Oh, I see. Oh, I see. I see. Yeah. Thank you so much. It's my, for me first time trying to get, uh, health insurance. Finally. Thank you.

Speaker speaker_1: You're welcome. So I was saying-

Speaker speaker_2: So I need to wait. Yeah, I need to wait here. Huh?

Speaker speaker_1: Yeah, it, it'll take some time to go through. Um, just going back-

Speaker speaker_2: Okay.

Speaker speaker_1: ... to what I was saying, it will take one to two weeks to be processed through payroll. Once you see the first-

Speaker speaker_2: Okay.

Speaker speaker_1: ... deduction being made out of your, your check, the coverage will start the following Monday. And then once the coverage-

Speaker speaker_2: Oh, okay.

Speaker speaker_1: ... ID cards are made and sent to you within seven to 10 business days.

Speaker speaker_2: Oh, okay. And, uh, could you, could you update my, uh, my apartment number is, uh, 809.

Speaker speaker_1: Yes, I updated that.

Speaker speaker_2: Oh, thank you so much. Yeah, I moved to same building, different apartment. And thank you so much. Uh, you gave me very useful in- information. Thank you.

Speaker speaker_1: You're welcome. Do you need help with anything else?

Speaker speaker_2: No, uh, you, I am very happy you are trying to, uh, correcting my English, and, and finally you understand what I'm saying. Thank you so much.

Speaker speaker_1: You're welcome. You have a good day.

Speaker speaker_2: Thank you. Have a nice holidays.

Speaker speaker_1: Thank you. You too.