

Transcript: VICTORIA

Taylor-5865200754311168-5234857932177408

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? Um, yes, hello. I'm an Oxford consultant and I'd like to, um, sign up for short-term disability, please. Okay. Um, what's the last four of your Social? 7751. And your first and last name? Heidi ... Okay. Do you mind verifying your address and date of birth? Oh, sure. 10259 Northwest Wilshire Lane, Portland, Oregon 97229. Birthdate is 6/5/63. And then phone number 503-222-7376? That's correct, and it's a landline. It's not my cell phone. Okay. Uh, email is hak97210@Yahoo? That's correct. Okay. And you're just wanting the short-term disability for employee only? That's correct. Okay. Was there anything- And was that 17-... Uh, no. Thank you. There... It was, like, what? \$17 and some cents per month? Is that it? Uh, so you pay for it weekly. It's, uh, \$3.95 a week. Oh, okay. Fantastic. All right. Thank you so much. Yes, ma'am. So just to let you know, um, the coverage, the soonest it will be effective is gonna be the 6th of January. Sure. Um, as long as we see the deduction being made out of your check the week before. Okay. Sounds good. Uh, was there anything else you might need help with? Uh, no. I appreciate your help. Thank you. You're welcome. You have a wonderful day. You too. Bye-bye. Thank you. Bye-bye. Sure.

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: Um, yes, hello. I'm an Oxford consultant and I'd like to, um, sign up for short-term disability, please.

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

Speaker speaker_2: 7751.

Speaker speaker_1: And your first and last name?

Speaker speaker_2: Heidi ... Okay. Do you mind verifying your address and date of birth? Oh, sure. 10259 Northwest Wilshire Lane, Portland, Oregon 97229. Birthdate is 6/5/63.

Speaker speaker_1: And then phone number 503-222-7376?

Speaker speaker_2: That's correct, and it's a landline. It's not my cell phone.

Speaker speaker_1: Okay. Uh, email is hak97210@Yahoo?

Speaker speaker_2: That's correct.

Speaker speaker_1: Okay. And you're just wanting the short-term disability for employee only?

Speaker speaker_2: That's correct.

Speaker speaker_1: Okay. Was there anything-

Speaker speaker_2: And was that 17-... Uh, no. Thank you. There... It was, like, what? \$17 and some cents per month? Is that it?

Speaker speaker_1: Uh, so you pay for it weekly. It's, uh, \$3.95 a week.

Speaker speaker_2: Oh, okay. Fantastic. All right. Thank you so much.

Speaker speaker_1: Yes, ma'am. So just to let you know, um, the coverage, the soonest it will be effective is gonna be the 6th of January.

Speaker speaker_2: Sure.

Speaker speaker_1: Um, as long as we see the deduction being made out of your check the week before.

Speaker speaker_2: Okay. Sounds good.

Speaker speaker_1: Uh, was there anything else you might need help with?

Speaker speaker_2: Uh, no. I appreciate your help. Thank you.

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

Speaker speaker_2: You too. Bye-bye.

Speaker speaker_1: Thank you. Bye-bye. Sure.