

Transcript: VICTORIA

Taylor-5998079687442432-5334079572197376

Full Transcript

Thank you for calling Benefits and a Card. This is Victoria. How can I help you? Hi, Victoria. Um, my name is Stacy Terramigi, and I was wanting to enroll in benefits. Okay. Uh, what's the name of the agency you work for? Oxford Resources. And the last four of your Social? 0400. All right. And, uh, I'm, I know you said your first name is Stacy. What's your last name? Um, Terramigi. It's T-E-R-R-A M-I, G as in girl, D as in girl, I. And Stacy has no E. It's just S-T-A-C-Y. Okay, perfect. And do you mind verifying your address and date of birth? Sure. My address is 979 Bass Rock Drive, uh, number 705. Date of birth, 10/14/1967. I don't know why I stuttered on that one. All right. And then phone number 573-631-5653? That's correct. And then, I have two different emails for you. What would be the best email? StacyTerramigi@hotmail.com. Okay. All right, and are you a rehire with Oxford? I am. I've worked for them, but it's been, uh, I think a couple years since last time. Well, I know it has. It's been almost three. Okay. Um, so I'm just gonna have to reach out and verify your eligibility before I'm able to actually get you enrolled. Um, so I will have to follow up with you on that just because we have a couple of higher dates on file, and that's typically protocol. But do you know what plan specifically you're wanting to enroll into? Yeah, I was wanting to do the, um, Benefits and a Card Insurance Plus Enhanced with the MEC. Or do I have to call them separately? Um, let's see. You said the Ensure Plus Enhanced and the MEC? Yeah, I was gonna do also the, uh, dental... Hold on. The dental, vision, the short-term, and the term life. Okay, so I got the Ensure Plus Enhanced, the MEC, dental, vision, short-term disability, and the term life. Yes. And you're... Are you wanting all of this for employee only? Yes. Okay. Let's see. So just to kinda give you an idea of how much it would cost, the Ensure Plus Enhanced, dental, short-term disability, term life, vision, and the MEC, it would come out to a total of, uh, \$53.13 a week for employee only. Okay. So what I'm gonna do from here is I'm just gonna reach out to eligibility, verify that you are eligible to enroll, and then follow up with you from there. Um, also, who did you want a name as the beneficiary for the term life? Um, do I need their Social Security number right now? Uh, no. We just ask for the name and the relation. Okay. It would be Dennis VanBuren, and he's my significant other of 16 years. Okay. Is that D-E-N-N-I-S? Yes. And then I got Ven. And how do you spell the second part of that? Oh. It's VanBuren, V-A-N-B-U-R-E-N, just like the town I live in. Oh, okay. I didn't even notice that. Well, a lot of people get confused. "No, we want the name of your town." I'm telling you the town. Okay. Okay, so just to make sure I got it right, it's gonna be B-A-N and then B-U-R-E-N. Okay. Uh, yeah, Dennis, D as in dog, E as in Edward, N-N as in Nancy, I as in igloo, S as in Sam. And then it's VanBuren, V as in Victor, A as in apple, N as in Nancy, B as in, I don't know, bronze, B- uh, U as in umbrella, R as in Roy, E as in Edward, and N as in Nancy. Okay. Gotcha. All righty. All right. So I will go ahead and get started on your eligibility review and then follow up with you as soon as I can. Okay. Could you please let- note that you can leave

a message if you need to? Because I don't answer calls if I don't understand who they're coming from anymore. It's just gotten crazy. Okay. Yeah, no, that's fine. I will leave a message. Um, if you are eligible and, um, you don't answer, I'll probably just go ahead and process enrollment on my end- Okay. ... since I have everything that you're wanting and the beneficiary. Sounds good. Thank you so much. You're welcome. You have a wonderful night. You too. Bye-bye. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits and a Card. This is Victoria. How can I help you?

Speaker speaker_1: Hi, Victoria. Um, my name is Stacy Terramigi, and I was wanting to enroll in benefits.

Speaker speaker_0: Okay. Uh, what's the name of the agency you work for?

Speaker speaker_1: Oxford Resources.

Speaker speaker_0: And the last four of your Social?

Speaker speaker_1: 0400.

Speaker speaker_0: All right. And, uh, I'm, I know you said your first name is Stacy. What's your last name?

Speaker speaker_1: Um, Terramigi. It's T-E-R-R-A M-I, G as in girl, D as in girl, I. And Stacy has no E. It's just S-T-A-C-Y.

Speaker speaker_0: Okay, perfect. And do you mind verifying your address and date of birth?

Speaker speaker_1: Sure. My address is 979 Bass Rock Drive, uh, number 705. Date of birth, 10/14/1967. I don't know why I stuttered on that one.

Speaker speaker_0: All right. And then phone number 573-631-5653?

Speaker speaker_1: That's correct.

Speaker speaker_0: And then, I have two different emails for you. What would be the best email?

Speaker speaker_1: StacyTerramigi@hotmail.com.

Speaker speaker_0: Okay. All right, and are you a rehire with Oxford?

Speaker speaker_1: I am. I've worked for them, but it's been, uh, I think a couple years since last time. Well, I know it has. It's been almost three.

Speaker speaker_0: Okay. Um, so I'm just gonna have to reach out and verify your eligibility before I'm able to actually get you enrolled. Um, so I will have to follow up with you on that just because we have a couple of higher dates on file, and that's typically protocol. But do you

know what plan specifically you're wanting to enroll into?

Speaker speaker_1: Yeah, I was wanting to do the, um, Benefits and a Card Insurance Plus Enhanced with the MEC. Or do I have to call them separately?

Speaker speaker_0: Um, let's see. You said the Ensure Plus Enhanced and the MEC?

Speaker speaker_1: Yeah, I was gonna do also the, uh, dental... Hold on. The dental, vision, the short-term, and the term life.

Speaker speaker_0: Okay, so I got the Ensure Plus Enhanced, the MEC, dental, vision, short-term disability, and the term life.

Speaker speaker_1: Yes.

Speaker speaker_0: And you're... Are you wanting all of this for employee only?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. Let's see. So just to kinda give you an idea of how much it would cost, the Ensure Plus Enhanced, dental, short-term disability, term life, vision, and the MEC, it would come out to a total of, uh, \$53.13 a week for employee only.

Speaker speaker_1: Okay.

Speaker speaker_0: So what I'm gonna do from here is I'm just gonna reach out to eligibility, verify that you are eligible to enroll, and then follow up with you from there. Um, also, who did you want a name as the beneficiary for the term life?

Speaker speaker_1: Um, do I need their Social Security number right now?

Speaker speaker_0: Uh, no. We just ask for the name and the relation.

Speaker speaker_1: Okay. It would be Dennis VanBuren, and he's my significant other of 16 years.

Speaker speaker_0: Okay. Is that D-E-N-N-I-S?

Speaker speaker_1: Yes.

Speaker speaker_0: And then I got Ven. And how do you spell the second part of that?

Speaker speaker_1: Oh. It's VanBuren, V-A-N-B-U-R-E-N, just like the town I live in.

Speaker speaker_0: Oh, okay. I didn't even notice that.

Speaker speaker_1: Well, a lot of people get confused. "No, we want the name of your town." I'm telling you the town.

Speaker speaker_0: Okay. Okay, so just to make sure I got it right, it's gonna be B-A-N and then B-U-R-E-N.

Speaker speaker_1: Okay. Uh, yeah, Dennis, D as in dog, E as in Edward, N-N as in Nancy, I as in igloo, S as in Sam. And then it's VanBuren, V as in Victor, A as in apple, N as in Nancy,

B as in, I don't know, bronze, B- uh, U as in umbrella, R as in Roy, E as in Edward, and N as in Nancy.

Speaker speaker_0: Okay. Gotcha. All righty. All right. So I will go ahead and get started on your eligibility review and then follow up with you as soon as I can.

Speaker speaker_1: Okay. Could you please let- note that you can leave a message if you need to? Because I don't answer calls if I don't understand who they're coming from anymore. It's just gotten crazy.

Speaker speaker_0: Okay. Yeah, no, that's fine. I will leave a message. Um, if you are eligible and, um, you don't answer, I'll probably just go ahead and process enrollment on my end-

Speaker speaker_1: Okay.

Speaker speaker_0: ... since I have everything that you're wanting and the beneficiary.

Speaker speaker_1: Sounds good. Thank you so much.

Speaker speaker_0: You're welcome. You have a wonderful night.

Speaker speaker_1: You too. Bye-bye.

Speaker speaker_0: Bye-bye.