

## Transcript: VICTORIA

Taylor-6069872341499904-4879246606417920

### 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, hi, Victoria. Uh, my name is Ben Dustimer, and I recently started a position with Oxford Global Services, or the Oxford Group, and I'd like to sign up for benefits, please. Okay. Um, what is the last four of your social? Uh, 8931. And do you mind verifying your address and date of birth? Sure. 11576, and 2761 Cranford Road. And then phone number 614-802-9576? Yep, you got it. And then email is gonna be first initial last name @gmail.com? Correct. Okay. And do you know exactly what you wanna enroll into? Uh, yeah, the vision in particular. Okay. Uh, so just the vision? Yeah. I, I, I guess n- none of the medical ones, uh, um, I guess, cover or suit my needs as much. Um, so I'm electing to go with some private sh- insurance. Okay. And how many- How many... Well, I think I'm willing to do that. How many more days do I have 'cause I know it's 30 days after my first paycheck. Do you have that information or no? Uh, yes. So it looks like you have until the 1st of January. Oh, okay. January 1st. Uh, um, okay. Cool. Um, well, at least we need to sign up for vision now, please. Okay. And you're just wanting that for employee only? Yes, just for me. Okay. So the vision is gonna be \$2.15 a week. Mm-hmm. Um, now the actual enrollment process does typically take about one to two weeks to be processed through payroll, so you might not see your first deduction until two weeks from now. Once you do see in that be d- the vision being deducted from your check, uh, coverage will start the following Monday. Mm-hmm. And then once the coverage is active, the ID card is made and sent to you within seven to 10 business days. Okay. So if I do... So if this isn't, uh, I guess if I don't, uh, see this come out of my paycheck until after January 1st, I'm still enrolled, correct? Yeah. I'm enrolling you now. Um, so you are g- Oh, okay. Yeah. You are gonna be enrolled. It just, uh, for the actual enrollment, it takes about one to two weeks to be processed through payroll, and then the coverage starts the following Monday of your first payroll deduction. And like I said, you might not see that first deduction until two weeks from now. Okay, that sounds good. Yep. Um, and then if you do wanna add on to the enrollment, you have until the 1st of January to do so. Okay. And there's just one vision plan, right? Yes, mm-hmm. Oh, okay. So we'll go with vision and then, yeah, I'm gonna look over my two options with the private and with your insurance, um, here over the next week. Okay. All right. Did you need help with anything else? Um, that'll do it. Alrighty. You have a wonderful day. You too. Thank you. Thank you. 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: Uh, hi, Victoria. Uh, my name is Ben Dustimer, and I recently started a position with Oxford Global Services, or the Oxford Group, and I'd like to sign up for benefits, please.

Speaker speaker\_1: Okay. Um, what is the last four of your social?

Speaker speaker\_2: Uh, 8931.

Speaker speaker\_1: And do you mind verifying your address and date of birth?

Speaker speaker\_2: Sure. 11576, and 2761 Cranford Road.

Speaker speaker\_1: And then phone number 614-802-9576?

Speaker speaker\_2: Yep, you got it.

Speaker speaker\_1: And then email is gonna be first initial last name @gmail.com?

Speaker speaker\_2: Correct.

Speaker speaker\_1: Okay. And do you know exactly what you wanna enroll into?

Speaker speaker\_2: Uh, yeah, the vision in particular.

Speaker speaker\_1: Okay. Uh, so just the vision?

Speaker speaker\_2: Yeah. I, I, I guess n- none of the medical ones, uh, um, I guess, cover or suit my needs as much. Um, so I'm electing to go with some private sh- insurance.

Speaker speaker\_1: Okay. And how many-

Speaker speaker\_2: How many... Well, I think I'm willing to do that. How many more days do I have 'cause I know it's 30 days after my first paycheck. Do you have that information or no?

Speaker speaker\_1: Uh, yes. So it looks like you have until the 1st of January.

Speaker speaker\_2: Oh, okay. January 1st. Uh, um, okay. Cool. Um, well, at least we need to sign up for vision now, please.

Speaker speaker\_1: Okay. And you're just wanting that for employee only?

Speaker speaker\_2: Yes, just for me.

Speaker speaker\_1: Okay. So the vision is gonna be \$2.15 a week.

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: Um, now the actual enrollment process does typically take about one to two weeks to be processed through payroll, so you might not see your first deduction until two weeks from now. Once you do see in that be d- the vision being deducted from your check, uh, coverage will start the following Monday.

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: And then once the coverage is active, the ID card is made and sent to you within seven to 10 business days.

Speaker speaker\_2: Okay. So if I do... So if this isn't, uh, I guess if I don't, uh, see this come out of my paycheck until after January 1st, I'm still enrolled, correct?

Speaker speaker\_1: Yeah. I'm enrolling you now. Um, so you are g-

Speaker speaker\_2: Oh, okay.

Speaker speaker\_1: Yeah. You are gonna be enrolled. It just, uh, for the actual enrollment, it takes about one to two weeks to be processed through payroll, and then the coverage starts the following Monday of your first payroll deduction. And like I said, you might not see that first deduction until two weeks from now.

Speaker speaker\_2: Okay, that sounds good.

Speaker speaker\_1: Yep. Um, and then if you do wanna add on to the enrollment, you have until the 1st of January to do so.

Speaker speaker\_2: Okay. And there's just one vision plan, right?

Speaker speaker\_1: Yes, mm-hmm.

Speaker speaker\_2: Oh, okay. So we'll go with vision and then, yeah, I'm gonna look over my two options with the private and with your insurance, um, here over the next week.

Speaker speaker\_1: Okay.

Speaker speaker\_2: All right.

Speaker speaker\_1: Did you need help with anything else?

Speaker speaker\_2: Um, that'll do it.

Speaker speaker\_1: Alrighty. You have a wonderful day.

Speaker speaker\_2: You too. Thank you.

Speaker speaker\_1: Thank you. Bye-bye.

Speaker speaker\_2: Bye.