

Transcript: VICTORIA

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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. My name is Oleg Vaynshuk. I have a question. I don't want, uh, benefits, uh, right now so I would like to decline them. Uh, would I need to log in or I need to tell it to you to decline for me? Um, I can pull up your file and decline them. Uh, what's the name of the agency you work for? Oxford. Oxford- And the last four- ... Global Resources. Okay. The last four of your Social? 6563. And, I'm sorry, your first and last name again? Oleg, O-L-E-G. Vaynshuk, V-A-Y. And like Nancy, S-H-U-K. And do you mind verifying your address and date of birth? Uh... Yeah, I don't know you. Uh, much on that. It's like sensitive, a lot of sensitive information. Yeah, probably would be better to log in, in to that site. Okay. If you'd like to do that, you can. Um, in order for me to decline it on my end, I have to verify your information. I see. Huh... Yeah, I probably will do that, right, because again, I didn't expect so many questions to decline that. Okay. It's again, uh, it's our processes to verify that we're looking at the correct information. So unfortunately, I do have to verify that. If you're not comfortable with it, then you can speak, uh, with your employer or d- uh, decline the coverage online. Okay. Uh, one question that I have. Uh, it's only for this, uh, benefit that you send brochure for us, right? Uh, what about for 401? Uh, we don't handle 401s. It's just for the medical insurance. Okay. And let me ask you a question. Does BIC Insurance that is given, this is only online insurance that would be on the home telephone calls? No, sir. Because I know it's not, uh, it's not like regular insurance. It's not like... Yeah. So it's not major medical insurance, but we do offer plans where you can go see a doctor in person. Not all of our plans are telehealth. I see. Okay. Thank you. I will go probably online then. Thank you very much. You're welcome. Have a good day.

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. My name is Oleg Vaynshuk. I have a question. I don't want, uh, benefits, uh, right now so I would like to decline them. Uh, would I need to log in or I need to tell it to you to decline for me?

Speaker speaker_1: Um, I can pull up your file and decline them. Uh, what's the name of the agency you work for?

Speaker speaker_2: Oxford. Oxford-

Speaker speaker_1: And the last four-

Speaker speaker_2: ... Global Resources.

Speaker speaker_1: Okay. The last four of your Social?

Speaker speaker_2: 6563.

Speaker speaker_1: And, I'm sorry, your first and last name again?

Speaker speaker_2: Oleg, O-L-E-G. Vaynshuk, V-A-Y. And like Nancy, S-H-U-K.

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

Speaker speaker_2: Uh... Yeah, I don't know you. Uh, much on that. It's like sensitive, a lot of sensitive information. Yeah, probably would be better to log in, in to that site.

Speaker speaker_1: Okay. If you'd like to do that, you can. Um, in order for me to decline it on my end, I have to verify your information.

Speaker speaker_2: I see. Huh... Yeah, I probably will do that, right, because again, I didn't expect so many questions to decline that.

Speaker speaker_1: Okay. It's again, uh, it's our processes to verify that we're looking at the correct information. So unfortunately, I do have to verify that. If you're not comfortable with it, then you can speak, uh, with your employer or d- uh, decline the coverage online.

Speaker speaker_2: Okay. Uh, one question that I have. Uh, it's only for this, uh, benefit that you send brochure for us, right? Uh, what about for 401?

Speaker speaker_1: Uh, we don't handle 401s. It's just for the medical insurance.

Speaker speaker_2: Okay. And let me ask you a question. Does BIC Insurance that is given, this is only online insurance that would be on the home telephone calls?

Speaker speaker_1: No, sir.

Speaker speaker_2: Because I know it's not, uh, it's not like regular insurance. It's not like...

Speaker speaker_1: Yeah. So it's not major medical insurance, but we do offer plans where you can go see a doctor in person. Not all of our plans are telehealth.

Speaker speaker_2: I see. Okay. Thank you. I will go probably online then. Thank you very much.

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