

Transcript: VICTORIA

Taylor-6696501239562240-6698012396961792

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? Hi, I'm a new employee here. I'm trying to, uh, set up the benefits. Okay. Uh, what's the name of the agency you work for? It's Oxford. And the last four of your Social? 0774. Okay. And your first and last name? Erin Buffallo. All right. Do you mind verifying your address and date of birth? 2300 Maple Avenue, number 124, Torrance, California 90503. Phone, is that what you wanted? Oh, date of birth, 8/22/79. And then phone number, 310-467-5679? Correct. And email is first and last name at gmail.com? Yes. Okay. Give me one second. Okay. Do you mind if I put you on a brief hold for one second? Sure. No worries. Yeah. Thanks. Alrighty. Thank you so much for holding. Hi. Are you still with me? I'm here. Okay. Um, so we have a couple different hire dates on file for you. Okay. So I am gonna have to, unfortunately, verify eligibility. It's just part of protocol whenever we have- Sure. ... multiple hire dates. Um- Yeah, no worries. ... but let me, um... Do you know specifically what you wanna enroll into? Um, yeah, and I think the hire date you should have is, uh, 11/11. Is that what you have, or at least one of them? Um, so it kinda works a little bit, bit differently with us. We- Okay. It's technically the date of your first check, so I have 11/22. Okay. That, that's right then. Okay. So that should be fine. But yeah, but you need to do something else, not just the check? Yeah, just to verify on my end that this is- Yeah, no worries. Yeah, I just don't know how it works. Like, I have no visibility to what you see. So like, just go through it and I can tell you what, what the answers are, I guess. Oh, no, so basically how I do eligibility is I would reach out to our eligibility team and they would just confirm it for me. Yeah. Okay, great. Um, so I'll have to follow up with you to let you know- Yeah, that's fine. ... about things to get you processed or not. But, um, what exactly are you wanting to enroll into? Um, well, I don't... This is so strange. Usually it's online and I'm able to do it. So, I think based on what I see here is there is some type of medical, dental, vision, short-term disability, term life, and AD&D. Is that it? Yeah. Let me just verify. Uh, do, do, do. Yeah. There's a couple different medical plans. Then we have short-term disability, vision, dental, and term life. Okay, perfect. So it's gonna be easy once you get your eligibility situated. I'm gonna decline medical, dental, and vision, and elect short-term disability and term life and AD&D. Okay. And are you just wanting that for employee only? Um, let me see what the, uh, eligibility is. I don't know what... I think the short-term is just, um, the employee, me, right? Yeah. I'm sorry. Short-term would be for employee only. Um, did you want the term life for just yourself? M- For both, yeah. For myself and my husband. Okay. And then let's see. Let me go ahead and get your spouse's information. What is your spouse's name? Dominic, D-O-M-I-N-I-C. Same last name. And just to make sure we have that spelled correctly, it's D-A-S-A-L-L-O? Correct. Great. And date of birth? 2/17/77. And then full social. Uh, I'm not gonna give that over the phone. Okay. I can put all zeros for now. Um- Okay. Yeah. So that's,

we typically ask for that information in order to add them on to the enrollment. Yeah. This whole thing is just a little bit dicey, like, for me. Like, I can't believe that I can't do this myself, especially because I've worked with them before and I did not have to do this like this. So I don't... It's very strange to me. So, um, maybe we can just wait on that and once you get back to me about eligibility and all that. Okay. Will I get something in the mail or what am I gonna get that shows like I've enrolled? Well, I would follow back up with you once, uh, eligibility advises if you're eligible to enroll. Okay. Let's just say I am. Then I need something in writing, right? You guys are gonna send me an email or something? Yeah. We can send you an email confirmation. Okay. Okay. I guess this is not... Y- This is, like, very, very different than any other company I've ever had to do this for. So I'm just very surprised that it's kind of, like, just call this person and there you go. Yeah. I mean, if you wanna verify with your employer before enrolling, you can do that as well. I mean, this is the number they gave me so, you know, I'm, I'm trusting that, but it is just really weird. Um, and I, I mean, I do need something in writing. So would you... Are you gonna just call me back once the eligibility people get back to you? Yes, ma'am. Uh, who did you- Okay. ... want to name as the beneficiary for the term life? Uh, same husband. Okay. Alrighty. I will go ahead and reach out to eligibility, confirm that you are eligible to enroll, and then, uh, that typically takes about 24 to 48 business hours. Okay. Okay. But really as soon as I get, um, a response from them, I will give you a call back and let you know if I'm able to enroll you from there. Sounds good. Thank you so much. You're welcome. Have a good day. You too. Bye-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: Hi, I'm a new employee here. I'm trying to, uh, set up the benefits.

Speaker speaker_1: Okay. Uh, what's the name of the agency you work for?

Speaker speaker_2: It's Oxford.

Speaker speaker_1: And the last four of your Social?

Speaker speaker_2: 0774.

Speaker speaker_1: Okay. And your first and last name?

Speaker speaker_2: Erin Buffallo.

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

Speaker speaker_2: 2300 Maple Avenue, number 124, Torrance, California 90503. Phone, is that what you wanted? Oh, date of birth, 8/22/79.

Speaker speaker_1: And then phone number, 310-467-5679?

Speaker speaker_2: Correct.

Speaker speaker_1: And email is first and last name at gmail.com?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. Give me one second.

Speaker speaker_2: Okay.

Speaker speaker_1: Do you mind if I put you on a brief hold for one second?

Speaker speaker_2: Sure. No worries. Yeah. Thanks.

Speaker speaker_1: Alrighty. Thank you so much for holding.

Speaker speaker_2: Hi.

Speaker speaker_1: Are you still with me?

Speaker speaker_2: I'm here.

Speaker speaker_1: Okay. Um, so we have a couple different hire dates on file for you.

Speaker speaker_2: Okay.

Speaker speaker_1: So I am gonna have to, unfortunately, verify eligibility. It's just part of protocol whenever we have-

Speaker speaker_2: Sure.

Speaker speaker_1: ... multiple hire dates. Um-

Speaker speaker_2: Yeah, no worries.

Speaker speaker_1: ... but let me, um... Do you know specifically what you wanna enroll into?

Speaker speaker_2: Um, yeah, and I think the hire date you should have is, uh, 11/11. Is that what you have, or at least one of them?

Speaker speaker_1: Um, so it kinda works a little bit, bit differently with us. We-

Speaker speaker_2: Okay.

Speaker speaker_1: It's technically the date of your first check, so I have 11/22.

Speaker speaker_2: Okay. That, that's right then. Okay. So that should be fine. But yeah, but you need to do something else, not just the check?

Speaker speaker_1: Yeah, just to verify on my end that this is-

Speaker speaker_2: Yeah, no worries. Yeah, I just don't know how it works. Like, I have no visibility to what you see. So like, just go through it and I can tell you what, what the answers are, I guess.

Speaker speaker_1: Oh, no, so basically how I do eligibility is I would reach out to our eligibility team and they would just confirm it for me.

Speaker speaker_2: Yeah. Okay, great.

Speaker speaker_1: Um, so I'll have to follow up with you to let you know-

Speaker speaker_2: Yeah, that's fine.

Speaker speaker_1: ... about things to get you processed or not. But, um, what exactly are you wanting to enroll into?

Speaker speaker_2: Um, well, I don't... This is so strange. Usually it's online and I'm able to do it. So, I think based on what I see here is there is some type of medical, dental, vision, short-term disability, term life, and AD&D. Is that it?

Speaker speaker_1: Yeah. Let me just verify. Uh, do, do, do. Yeah. There's a couple different medical plans. Then we have short-term disability, vision, dental, and term life.

Speaker speaker_2: Okay, perfect. So it's gonna be easy once you get your eligibility situated. I'm gonna decline medical, dental, and vision, and elect short-term disability and term life and AD&D.

Speaker speaker_1: Okay. And are you just wanting that for employee only?

Speaker speaker_2: Um, let me see what the, uh, eligibility is. I don't know what... I think the short-term is just, um, the employee, me, right?

Speaker speaker_1: Yeah. I'm sorry. Short-term would be for employee only. Um, did you want the term life for just yourself?

Speaker speaker_2: M- For both, yeah. For myself and my husband.

Speaker speaker_1: Okay. And then let's see. Let me go ahead and get your spouse's information. What is your spouse's name?

Speaker speaker_2: Dominic, D-O-M-I-N-I-C. Same last name.

Speaker speaker_1: And just to make sure we have that spelled correctly, it's D-A-S-A-L-L-O?

Speaker speaker_2: Correct.

Speaker speaker_1: Great. And date of birth?

Speaker speaker_2: 2/17/77.

Speaker speaker_1: And then full social.

Speaker speaker_2: Uh, I'm not gonna give that over the phone.

Speaker speaker_1: Okay. I can put all zeros for now. Um-

Speaker speaker_2: Okay.

Speaker speaker_1: Yeah. So that's, we typically ask for that information in order to add them on to the enrollment.

Speaker speaker_2: Yeah. This whole thing is just a little bit dicey, like, for me. Like, I can't believe that I can't do this myself, especially because I've worked with them before and I did not have to do this like this. So I don't... It's very strange to me. So, um, maybe we can just wait on that and once you get back to me about eligibility and all that.

Speaker speaker_1: Okay.

Speaker speaker_2: Will I get something in the mail or what am I gonna get that shows like I've enrolled?

Speaker speaker_1: Well, I would follow back up with you once, uh, eligibility advises if you're eligible to enroll.

Speaker speaker_2: Okay. Let's just say I am. Then I need something in writing, right? You guys are gonna send me an email or something?

Speaker speaker_1: Yeah. We can send you an email confirmation.

Speaker speaker_2: Okay. Okay. I guess this is not... Y- This is, like, very, very different than any other company I've ever had to do this for. So I'm just very surprised that it's kind of, like, just call this person and there you go.

Speaker speaker_1: Yeah. I mean, if you wanna verify with your employer before enrolling, you can do that as well.

Speaker speaker_2: I mean, this is the number they gave me so, you know, I'm, I'm trusting that, but it is just really weird. Um, and I, I mean, I do need something in writing. So would you... Are you gonna just call me back once the eligibility people get back to you?

Speaker speaker_1: Yes, ma'am. Uh, who did you-

Speaker speaker_2: Okay.

Speaker speaker_1: ... want to name as the beneficiary for the term life?

Speaker speaker_2: Uh, same husband.

Speaker speaker_1: Okay. Alrighty. I will go ahead and reach out to eligibility, confirm that you are eligible to enroll, and then, uh, that typically takes about 24 to 48 business hours.

Speaker speaker_2: Okay. Okay.

Speaker speaker_1: But really as soon as I get, um, a response from them, I will give you a call back and let you know if I'm able to enroll you from there.

Speaker speaker_2: Sounds good. Thank you so much.

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

Speaker speaker_2: You too. Bye-bye.

Speaker speaker_1: Bye-bye.