

Transcript: Chris Sofield

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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 Chris. How can I help you today? Yeah, okay. My name is Victoria. Uh, I just started employment with, um, NSI, and I did enroll for benefits. Can you check the status of it for me please? Uh, yeah. You s- um, you said you- What- ... started working at NSI? Yeah, I think it's Oxford Company. I think, yes, I'm temporary with Oxford Company until I get hired on with NSI permanently. Okay, so through Oxford. Got it. Uh, what's the last four of your social number? 4600. And your last name, Victoria? Scott, S-C-O-T-T. Thank you. Can you verify your address and your date of birth for me? Address is 125 Millhouse Drive, Madison, Mississippi. Can you hold on for one second for me, please? Uh, yeah, that's fine. I have another call coming in. Hold on. Okay, there you are. Okay, my address is 125 Millhouse Drive, and my, uh, what did you ask me for? Uh, well, the rest of the address, the city, state, and zip code. Millhouse Drive, Madison, Mississippi 39110. Thank you. And then your date of birth? 9/18/68. Thank you. Phone number we have is 248-697-8846. Is that correct? That-that's correct. All right. Looks like policy is active as of yesterday. Okay. So you should be getting your ID cards within the next week or two. Okay, and when can I enroll into 401? That's going to be a question for Oxford directly. We have nothing to do with 401. Okay, okay. So I should get my benefit card soon, right? Uh, yes. I get general insurance and term, term life and all that, right? Uh, yes, so you'll get, uh, you'll get ID cards for medical, dental and vision. Uh, your disability and life, uh, your policies do not have any sort of ID cards. Um, but if you have any questions regarding them, uh, they're, it's the same company that handles your medical and your dental as well. Uh, so you can- Okay. ... always just give them a call for, for further information on that. But yeah- Okay. ... you should receive those ID cards, uh, within, like I said, about a week or so. Okay, thank you. That's all I needed to know. Thank you. You're welcome. Thanks for calling. All right. And have a wonderful day. Uh-huh. You too. Bye-bye. Bye now.

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 Chris. How can I help you today?

Speaker speaker_2: Yeah, okay. My name is Victoria. Uh, I just started employment with, um, NSI, and I did enroll for benefits. Can you check the status of it for me please?

Speaker speaker_1: Uh, yeah. You s- um, you said you-

Speaker speaker_2: What-

Speaker speaker_1: ... started working at NSI?

Speaker speaker_2: Yeah, I think it's Oxford Company. I think, yes, I'm temporary with Oxford Company until I get hired on with NSI permanently.

Speaker speaker_1: Okay, so through Oxford. Got it. Uh, what's the last four of your social number?

Speaker speaker_2: 4600.

Speaker speaker_1: And your last name, Victoria?

Speaker speaker_2: Scott, S-C-O-T-T.

Speaker speaker_1: Thank you. Can you verify your address and your date of birth for me?

Speaker speaker_2: Address is 125 Millhouse Drive, Madison, Mississippi. Can you hold on for one second for me, please?

Speaker speaker_1: Uh, yeah, that's fine.

Speaker speaker_2: I have another call coming in. Hold on.

Speaker speaker_1: Okay, there you are.

Speaker speaker_2: Okay, my address is 125 Millhouse Drive, and my, uh, what did you ask me for?

Speaker speaker_1: Uh, well, the rest of the address, the city, state, and zip code.

Speaker speaker_2: Millhouse Drive, Madison, Mississippi 39110.

Speaker speaker_1: Thank you. And then your date of birth?

Speaker speaker_2: 9/18/68.

Speaker speaker_1: Thank you. Phone number we have is 248-697-8846. Is that correct?

Speaker speaker_2: That- that's correct.

Speaker speaker_1: All right. Looks like policy is active as of yesterday.

Speaker speaker_2: Okay.

Speaker speaker_1: So you should be getting your ID cards within the next week or two.

Speaker speaker_2: Okay, and when can I enroll into 401?

Speaker speaker_1: That's going to be a question for Oxford directly. We have nothing to do with 401.

Speaker speaker_2: Okay, okay. So I should get my benefit card soon, right?

Speaker speaker_1: Uh, yes.

Speaker speaker_2: I get general insurance and term, term life and all that, right?

Speaker speaker_1: Uh, yes, so you'll get, uh, you'll get ID cards for medical, dental and vision. Uh, your disability and life, uh, your policies do not have any sort of ID cards. Um, but if you have any questions regarding them, uh, they're, it's the same company that handles your medical and your dental as well. Uh, so you can-

Speaker speaker_2: Okay.

Speaker speaker_1: ... always just give them a call for, for further information on that. But yeah-

Speaker speaker_2: Okay.

Speaker speaker_1: ... you should receive those ID cards, uh, within, like I said, about a week or so.

Speaker speaker_2: Okay, thank you. That's all I needed to know. Thank you.

Speaker speaker_1: You're welcome. Thanks for calling.

Speaker speaker_2: All right.

Speaker speaker_1: And have a wonderful day.

Speaker speaker_2: Uh-huh. You too. Bye-bye.

Speaker speaker_1: Bye now.