

## 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 in a Card, this is Chris. How can I help you today? Uh, good morning, Chris. My name is Huen Tran. Um, I buy insurance for company at Oxford. Um, December rent on time, uh, last time, I did call, uh, your company for insurance. I want to ask more for the visit for the eye. I want to ask more on the money buy for insurance for the, uh, uh, for the eye. Y- you want to... Okay, are you looking t- You're looking to make, like, enroll into a, a different vision insurance plan? Yes. Yes, please. There's only, there's only a single vision insurance plan available. Y- you, it's either you have vision insurance or you don't have insurance. There's not levels to that. Uh, uh, can I question, Chris? The, some month before I asked, like, I need a waiting for this time, December, I can add more and I pay more money. You, so- So what can I do? So are you trying to add vision insurance or- Yeah. Yeah. ... upgrade your vision insurance? Because, uh, they email for let me know, uh, December 31st, I'm due this something for insurance, so right now I confirm back with you. I need a confirm, uh, update more or something like that, and then I want to ask more for the visit for, uh, for the insurance for the eyes. Okay. So, all right. And- Do you understand a bit? I hope so you understand my- So- ... my question. So I'm- Sorry that, that bit. Okay, ma'am, so from, from what I'm... You want to add vision insurance. Is that correct? Yes. Right, correct. Okay. I appreciate- Okay. ... you understand that. I, I, I- Okay. ... so sorry because of my English not too well, something, but I still- No, you're... No, you're fine. ... I hope you understand that I... Yeah, please. You're fine, ma'am. Um, let me- Yeah. ... take a look at something here. Yes, please. And you said you're with Oxford? Yeah, at Oxford. Okay. And I work for Apple right now. Mm. Okay, one moment. Mm. Mm. Excuse me. Okay, what's the last, what's the last four of your social, ma'am? 1096. Okay. Miss Tran, can you verify your address and your date of birth, please? Uh, 618 Arborway, Milpitas, CA 95035. And my birth, 3/23/1965. Is it correct? All right, yep, that's what we have on file. And then we have a phone on file for you at 408-482-9020. Is that correct? Correct. Thanks. Yeah. Let's see here. Okay, so let's see here. So the plan that you already have and then adding vision, that brings- Yes. ... your total... that brings your total to \$47.07 per week. Do you authorize Oxford to make those deductions? Yes. Okay. All right. Um, I'll go ahead and set that up. Now, uh, looks like Oxford is holding open enrollment now, however, policies will not become effective until January 6th. So, um, about a week or so before January 6th, you should start seeing those deductions coming out of your checks. Um, once that happens, your policy should become e- your vision policy should become effective January 6th and you should receive an ID card about a week or two after that. Okay. Um- All right. Anything else? Are you, are you done? Are you done? Uh, yeah, that's all I needed to do to add your vision insurance. Okay. Okay. Okay. Now, so can I question with you? Um, for healthy, for the, uh, vision, well, I need to pay for every month how much? The cost, uh, inside

my paycheck? So with... So again, that is 40, uh... With everything that you've set up now, so medical, dental and vision, it's \$47.07 per week. Right. Totally, for every, uh, my paycheck or every month? For every paycheck, every week. Oh, every paycheck, every paycheck? Total- Yeah. ... it's a healthy and, and, uh, for the eyes together, did you say- Uh, for- ... how much can you sub- \$47.07 per week. Okay. All right. Well, is there anything else- Okay, so, uh, Chris, I'm sorry, I cut you. Um, beginning, uh, should be, uh, start from, uh, January 6th, uh, 2025, right? Right? Correct? January... Yeah, January 6th, 2025. Yes, ma'am. Yes. And then when, how long I get a new card? Within one to two weeks after January 6th. Okay. Okay. Thank you so much, Chris. And you- You're welcome. ... have a great day and God bless you and merry Christmas. Take care. Sa- same to you, ma'am. Thanks for calling. Bye now. Bye-bye.

## Conversation Format

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance- ... purposes.

Speaker speaker\_2: Thank you for calling Benefits in a Card, this is Chris. How can I help you today?

Speaker speaker\_1: Uh, good morning, Chris. My name is Huen Tran. Um, I buy insurance for company at Oxford. Um, December rent on time, uh, last time, I did call, uh, your company for insurance. I want to ask more for the visit for the eye. I want to ask more on the money buy for insurance for the, uh, uh, for the eye.

Speaker speaker\_2: Y- you want to... Okay, are you looking to- You're looking to make, like, enroll into a, a different vision insurance plan?

Speaker speaker\_1: Yes. Yes, please.

Speaker speaker\_2: There's only, there's only a single vision insurance plan available. Y- you, it's either you have vision insurance or you don't have insurance. There's not levels to that.

Speaker speaker\_1: Uh, uh, can I question, Chris? The, some month before I asked, like, I need a waiting for this time, December, I can add more and I pay more money.

Speaker speaker\_2: You, so-

Speaker speaker\_1: So what can I do?

Speaker speaker\_2: So are you trying to add vision insurance or-

Speaker speaker\_1: Yeah. Yeah.

Speaker speaker\_2: ... upgrade your vision insurance?

Speaker speaker\_1: Because, uh, they email for let me know, uh, December 31st, I'm due this something for insurance, so right now I confirm back with you. I need a confirm, uh, update more or something like that, and then I want to ask more for the visit for, uh, for the insurance

for the eyes.

Speaker speaker\_2: Okay. So, all right. And-

Speaker speaker\_1: Do you understand a bit? I hope so you understand my-

Speaker speaker\_2: So-

Speaker speaker\_1: ... my question.

Speaker speaker\_2: So I'm-

Speaker speaker\_1: Sorry that, that bit.

Speaker speaker\_2: Okay, ma'am, so from, from what I'm... You want to add vision insurance. Is that correct?

Speaker speaker\_1: Yes. Right, correct.

Speaker speaker\_2: Okay.

Speaker speaker\_1: I appreciate-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... you understand that. I, I, I-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... so sorry because of my English not too well, something, but I still-

Speaker speaker\_2: No, you're... No, you're fine.

Speaker speaker\_1: ... I hope you understand that I... Yeah, please.

Speaker speaker\_2: You're fine, ma'am. Um, let me-

Speaker speaker\_1: Yeah.

Speaker speaker\_2: ... take a look at something here.

Speaker speaker\_1: Yes, please.

Speaker speaker\_2: And you said you're with Oxford?

Speaker speaker\_1: Yeah, at Oxford.

Speaker speaker\_2: Okay.

Speaker speaker\_1: And I work for Apple right now. Mm.

Speaker speaker\_2: Okay, one moment.

Speaker speaker\_1: Mm. Mm. Excuse me.

Speaker speaker\_2: Okay, what's the last, what's the last four of your social, ma'am?

Speaker speaker\_1: 1096.

Speaker speaker\_2: Okay. Miss Tran, can you verify your address and your date of birth, please?

Speaker speaker\_1: Uh, 618 Arborway, Milpitas, CA 95035. And my birth, 3/23/1965. Is it correct?

Speaker speaker\_2: All right, yep, that's what we have on file. And then we have a phone on file for you at 408-482-9020. Is that correct?

Speaker speaker\_1: Correct. Thanks.

Speaker speaker\_2: Yeah. Let's see here. Okay, so let's see here. So the plan that you already have and then adding vision, that brings-

Speaker speaker\_1: Yes.

Speaker speaker\_2: ... your total... that brings your total to \$47.07 per week. Do you authorize Oxford to make those deductions?

Speaker speaker\_1: Yes.

Speaker speaker\_2: Okay. All right. Um, I'll go ahead and set that up. Now, uh, looks like Oxford is holding open enrollment now, however, policies will not become effective until January 6th. So, um, about a week or so before January 6th, you should start seeing those deductions coming out of your checks. Um, once that happens, your policy should become e- your vision policy should become effective January 6th and you should receive an ID card about a week or two after that.

Speaker speaker\_1: Okay. Um-

Speaker speaker\_2: All right. Anything else?

Speaker speaker\_1: Are you, are you done? Are you done?

Speaker speaker\_2: Uh, yeah, that's all I needed to do to add your vision insurance.

Speaker speaker\_1: Okay. Okay. Okay. Now, so can I question with you? Um, for healthy, for the, uh, vision, well, I need to pay for every month how much? The cost, uh, inside my paycheck?

Speaker speaker\_2: So with... So again, that is 40, uh... With everything that you've set up now, so medical, dental and vision, it's \$47.07 per week.

Speaker speaker\_1: Right. Totally, for every, uh, my paycheck or every month?

Speaker speaker\_2: For every paycheck, every week.

Speaker speaker\_1: Oh, every paycheck, every paycheck? Total-

Speaker speaker\_2: Yeah.

Speaker speaker\_1: ... it's a healthy and, and, uh, for the eyes together, did you say-

Speaker speaker\_2: Uh, for-

Speaker speaker\_1: ... how much can you sub-

Speaker speaker\_2: \$47.07 per week.

Speaker speaker\_1: Okay.

Speaker speaker\_2: All right. Well, is there anything else-

Speaker speaker\_1: Okay, so, uh, Chris, I'm sorry, I cut you. Um, beginning, uh, should be, uh, start from, uh, January 6th, uh, 2025, right? Right? Correct?

Speaker speaker\_2: January... Yeah, January 6th, 2025. Yes, ma'am.

Speaker speaker\_1: Yes. And then when, how long I get a new card?

Speaker speaker\_2: Within one to two weeks after January 6th.

Speaker speaker\_1: Okay. Okay. Thank you so much, Chris. And you-

Speaker speaker\_2: You're welcome.

Speaker speaker\_1: ... have a great day and God bless you and merry Christmas. Take care.

Speaker speaker\_2: Sa- same to you, ma'am. Thanks for calling. Bye now.

Speaker speaker\_1: Bye-bye.