

## **Transcript: Chris Sofield**

**(deactivated)-5468889136807936-5028922619117568**

### **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, Chris, good afternoon. Uh, my name is Onur. I'm an, uh, consultant with, um, Oxford's, um, benefits group. So, um, I signed up for this Benefits in a Card program. Um, but I haven't received any, any documentation or any- anything, like, uh, insurance cards or anything like that. I was wondering, uh, how I can, you know, track did I, track my benefits and stuff like that. Okay. Uh, what's the last four of your Social so I can locate your file? 7225. And your last name? It's K-A-R-A-B-U-L-U-T. Okay. All right. Can you care- uh, can you verify your address and your date of birth for me, please? Uh, 648 South Whitwell Court Southeast, Ada, Michigan 49301. Uh, and then May 12th, 1977. Thank you. We have a phone number on file for you at 616-920-4275, is that correct? Yes. Okay. Um, so at this moment, from what I see here, it looks like that, while yes, your enrollment has full- has processed, um, it looks like the, uh, it looks like there have not yet been any deductions to start the insurance up. Uh, once that deduction happens, your policy is effective the following Monday with ID cards typically arriving one to two weeks after that effective date. Okay. When does those deductions, do those deductions start, do you know? That's up to, that's up to Oxford. They're- that's handled by their payroll teams, and we're not involved in that. Okay. So I should basically go ask them, um, about that, right? Is that so? I would sugg- yeah, that'd probably be the only suggestion I have for you. Um, just get in contact and see what with, with their payroll teams and see if they have any information for you on that. Okay. Okay. But my enrollment is, um, effective, right? So I basically enrolled it, I didn't miss the deadlines or anything like that? Yeah, you're, you're enrolled. You're, uh, we have, we have you set up for, it looks like medical, dental and vision for you and the family. We're just waiting on Oxford to do what they need to do and actually start taking those deductions. Okay. Okay. Sounds good. Thank you. No problem. Appreciate- Thanks for calling and have a wonderful day. You too. 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 in a Card, this is Chris. How can I help you today?

Speaker speaker\_2: Uh, Chris, good afternoon. Uh, my name is Onur. I'm an, uh, consultant with, um, Oxford's, um, benefits group. So, um, I signed up for this Benefits in a Card program. Um, but I haven't received any, any documentation or any- anything, like, uh,

insurance cards or anything like that. I was wondering, uh, how I can, you know, track did I, track my benefits and stuff like that.

Speaker speaker\_1: Okay. Uh, what's the last four of your Social so I can locate your file?

Speaker speaker\_2: 7225.

Speaker speaker\_1: And your last name?

Speaker speaker\_2: It's K-A-R-A-B-U-L-U-T.

Speaker speaker\_1: Okay. All right. Can you care- uh, can you verify your address and your date of birth for me, please?

Speaker speaker\_2: Uh, 648 South Whitwell Court Southeast, Ada, Michigan 49301. Uh, and then May 12th, 1977.

Speaker speaker\_1: Thank you. We have a phone number on file for you at 616-920-4275, is that correct?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Okay. Um, so at this moment, from what I see here, it looks like that, while yes, your enrollment has full- has processed, um, it looks like the, uh, it looks like there have not yet been any deductions to start the insurance up. Uh, once that deduction happens, your policy is effective the following Monday with ID cards typically arriving one to two weeks after that effective date.

Speaker speaker\_2: Okay. When does those deductions, do those deductions start, do you know?

Speaker speaker\_1: That's up to, that's up to Oxford. They're- that's handled by their payroll teams, and we're not involved in that.

Speaker speaker\_2: Okay. So I should basically go ask them, um, about that, right? Is that so?

Speaker speaker\_1: I would sugg- yeah, that'd probably be the only suggestion I have for you. Um, just get in contact and see what with, with their payroll teams and see if they have any information for you on that.

Speaker speaker\_2: Okay. Okay. But my enrollment is, um, effective, right? So I basically enrolled it, I didn't miss the deadlines or anything like that?

Speaker speaker\_1: Yeah, you're, you're enrolled. You're, uh, we have, we have you set up for, it looks like medical, dental and vision for you and the family. We're just waiting on Oxford to do what they need to do and actually start taking those deductions.

Speaker speaker\_2: Okay. Okay. Sounds good. Thank you.

Speaker speaker\_1: No problem.

Speaker speaker\_2: Appreciate-

Speaker speaker\_1: Thanks for calling and have a wonderful day.

Speaker speaker\_2: You too. Bye.