

Transcript: Chris Sofield

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Full Transcript

Your call may be- Hello. ... monitored or recorded for quality assurance purposes. Hello, good afternoon. Can I speak with Afifi Gayyad? Yeah. Hi, Mr. Gayyad. My name is Chris. I'm with Benefits and a Card. How are you doing today? Great. I'm working. Go ahead. But you're work too, so go ahead. Okay. Um, before we continue, call is being recorded for quality assurance and training purposes. I'm just calling, uh, regarding a voicemail that you left with us last night, uh, requesting, uh, requesting to enroll in the insurance benefits, I believe through Oxford. Mm-hmm. Mm-hmm. Okay. I was just calling to, uh, help you out with that. Um, what insurance plans did you want to enroll into, sir? Yeah. So how you... How would you like to help me? Go ahead. Okay. Yeah, I just wanted to... I was just calling to help you out. Uh, what, what insurance plans did you want to enroll into, Mr. Gayyad? Yeah, can you give me the options? Um, I just... Do you have all the documents and, and the inputs in front of you? You know I need only for myself. Okay. That's fine. My kids are... Only for myself. Do you have, uh, do you have the documents that show the options I can pick from? And, and I... The point that I, uh, the point that I, uh, take into account is the... is, is the weekly deduction from my, uh, payment. So that's what I pay attention to. Okay. Um, one moment. So let's see here. Yeah, uh, the... Oxford offers a couple of different options. They offer, um, they offer three different medical plans. One for preventative care service only, so things like physicals, vaccines and cancer screenings. That is \$16.11 per week. And then there's two that would cover more along the lines of doctor's visits, hospital visits, and things like that. Um, with the... uh, there's the basic version which is \$18 a week, and the enhanced which is \$25.17 a week. Um, the enhanced will just pay a little bit more towards like hospitalizations and surgeries, but otherwise they're more or less the same plan. Uh, then there's also dental for \$3.64 a week, vision for \$2.15 a week, short-term disability for \$3.95 a week, and life insurance for \$211 a week. I, I am... I am working right now, and I have to be honest with you, I don't have full attention. But if you send me mail with this content of the conversation, I will go through it when I go home and then I make a second call. Okay. And include your phone number there, if you wish. Okay. Yeah, that's fine. Um, just confirm, we have your email as A-F-I Gayyad @gmail.com? AfiGayyad@gmail.com. Yes. Okay. All right. I'll send you the information packet for Oxford Benefits there. And then, uh, just read that over, and then just give us a call back whenever you're ready to enroll. Sounds great. All right. Thank you for taking the time to speak with me, and have a good day. You too. Okay. Bye now.

Conversation Format

Speaker speaker_0: Your call may be-

Speaker speaker_1: Hello.

Speaker speaker_0: ... monitored or recorded for quality assurance purposes. Hello, good afternoon. Can I speak with Afifi Gayyad?

Speaker speaker_1: Yeah.

Speaker speaker_0: Hi, Mr. Gayyad. My name is Chris. I'm with Benefits and a Card. How are you doing today?

Speaker speaker_1: Great. I'm working. Go ahead. But you're work too, so go ahead.

Speaker speaker_0: Okay. Um, before we continue, call is being recorded for quality assurance and training purposes. I'm just calling, uh, regarding a voicemail that you left with us last night, uh, requesting, uh, requesting to enroll in the insurance benefits, I believe through Oxford.

Speaker speaker_1: Mm-hmm. Mm-hmm.

Speaker speaker_0: Okay. I was just calling to, uh, help you out with that. Um, what insurance plans did you want to enroll into, sir?

Speaker speaker_1: Yeah. So how you... How would you like to help me? Go ahead.

Speaker speaker_0: Okay. Yeah, I just wanted to... I was just calling to help you out. Uh, what, what insurance plans did you want to enroll into, Mr. Gayyad?

Speaker speaker_1: Yeah, can you give me the options? Um, I just... Do you have all the documents and, and the inputs in front of you? You know I need only for myself.

Speaker speaker_0: Okay. That's fine.

Speaker speaker_1: My kids are... Only for myself. Do you have, uh, do you have the documents that show the options I can pick from? And, and I... The point that I, uh, the point that I, uh, take into account is the... is, is the weekly deduction from my, uh, payment. So that's what I pay attention to.

Speaker speaker_0: Okay. Um, one moment. So let's see here. Yeah, uh, the... Oxford offers a couple of different options. They offer, um, they offer three different medical plans. One for preventative care service only, so things like physicals, vaccines and cancer screenings. That is \$16.11 per week. And then there's two that would cover more along the lines of doctor's visits, hospital visits, and things like that. Um, with the... uh, there's the basic version which is \$18 a week, and the enhanced which is \$25.17 a week. Um, the enhanced will just pay a little bit more towards like hospitalizations and surgeries, but otherwise they're more or less the same plan. Uh, then there's also dental for \$3.64 a week, vision for \$2.15 a week, short-term disability for \$3.95 a week, and life insurance for \$211 a week.

Speaker speaker_1: I, I am... I am working right now, and I have to be honest with you, I don't have full attention. But if you send me mail with this content of the conversation, I will go through it when I go home and then I make a second call.

Speaker speaker_0: Okay.

Speaker speaker_1: And include your phone number there, if you wish.

Speaker speaker_0: Okay. Yeah, that's fine. Um, just confirm, we have your email as A-F-I Gayyad @gmail.com?

Speaker speaker_1: AfiGayyad@gmail.com. Yes.

Speaker speaker_0: Okay. All right. I'll send you the information packet for Oxford Benefits there. And then, uh, just read that over, and then just give us a call back whenever you're ready to enroll.

Speaker speaker_1: Sounds great.

Speaker speaker_0: All right. Thank you for taking the time to speak with me, and have a good day.

Speaker speaker_1: You too.

Speaker speaker_0: Okay. Bye now.