

Transcript: Chris Sofield

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. This is 10-4. How can I help you today? Yeah, I need to... I've got open enrollment and I needed to update everything and make sure it's good for next year. Okay. Um, are you making any changes to your existing insurance? I wanted to review what my current insurance is. I can't see it. They didn't send me anything that said... Okay. Okay. I just wanted to make sure. Um, all right. What, uh, what staffing company do you work with? I work for Oxford. All right. And the last four of your Social? 90118. All right. Your first and last name? Brett Marshall. Thank you, Mr. Marshall. Could you verify your address and your date of birth, please? 4304 South Huntington Way, Independence, Missouri, 64055. And then my birth date is 2/15/87. Thank you. Phone on file of 286-0920? Yes. All right. I'm showing what looks like we currently have an enrollment for short-term disability and term life, both for employee only. Yep. Uh, how much is the term life set at? Uh, term life is a \$20,000 policy. Okay. And then, can I upgrade the, uh, life insurance on that? No, sir. It's a, it's a set amount. Okay. All right. Well, I guess that's all I got then. All right. Anything else? Nope, that's it. Thank you. Oh, you're welcome. Thanks for calling and have a good day. All right. Bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: This is 10-4. How can I help you today?

Speaker speaker_2: Yeah, I need to... I've got open enrollment and I needed to update everything and make sure it's good for next year.

Speaker speaker_1: Okay. Um, are you making any changes to your existing insurance?

Speaker speaker_2: I wanted to review what my current insurance is. I can't see it. They didn't send me anything that said...

Speaker speaker_1: Okay. Okay. I just wanted to make sure. Um, all right. What, uh, what staffing company do you work with?

Speaker speaker_2: I work for Oxford.

Speaker speaker_1: All right. And the last four of your Social?

Speaker speaker_2: 90118.

Speaker speaker_1: All right. Your first and last name?

Speaker speaker_2: Brett Marshall.

Speaker speaker_1: Thank you, Mr. Marshall. Could you verify your address and your date of birth, please?

Speaker speaker_2: 4304 South Huntington Way, Independence, Missouri, 64055. And then my birth date is 2/15/87.

Speaker speaker_1: Thank you. Phone on file of 286-0920?

Speaker speaker_2: Yes.

Speaker speaker_1: All right. I'm showing what looks like we currently have an enrollment for short-term disability and term life, both for employee only.

Speaker speaker_2: Yep. Uh, how much is the term life set at?

Speaker speaker_1: Uh, term life is a \$20,000 policy.

Speaker speaker_2: Okay. And then, can I upgrade the, uh, life insurance on that?

Speaker speaker_1: No, sir. It's a, it's a set amount.

Speaker speaker_2: Okay. All right. Well, I guess that's all I got then.

Speaker speaker_1: All right. Anything else?

Speaker speaker_2: Nope, that's it. Thank you.

Speaker speaker_1: Oh, you're welcome. Thanks for calling and have a good day.

Speaker speaker_2: All right. Bye.