

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? Hi, uh, my name is Tran Tran and I missed payment a few weeks ago because I was... I didn't work that week. And I also want to review my current, um, benefits plan. Okay. Uh, what staffing company do you work with? I work for Oxford. Oxford, got it. And last four of your social? 5249. All right, Mr. Tran. Could you verify your address and your date of birth for me, please? Yes, sir. It's 3218 Lakemoor Court. My date of birth is September 6th, 1992. Okay. And the rest of the address? I need the city, state and zip as well. Oh, yes. Uh, San Jose, California 95148. Thank you. And then we have a phone on file for you at 603-4173. Is that correct? Yes, sir. All right. I'm showing, it looks like you are currently enrolled into dental and short-term disability, uh, for employee only. And yeah, it does look- Mm-hmm. ... like that coverage is not active this week because it doesn't look like there was a paycheck, uh, last week. Um- Okay. So, uh, was it just the one week that you missed and you're, and you're working again? It was, it was, yeah, it was just that one week, um, because it was, office was out. Um, I didn't do- Got it. Yeah. I don't have the paper 'cause I didn't like, you know, do any, anything, right? Like... I didn't make the deduction. Yeah, no, it's, you're not required to make... Yeah, you're not required to make a payment for, for it. If, if you didn't- Okay. ... if you weren't trying to use the benefit. You can just kind of let that, let that be. Okay. And then whenever you start seeing your, your paychecks again and see deductions again, it'll just pick right back up. Okay. Um, I actually wanted to maybe upgrade my dental because my dentist said my coverage pretty much only covers once a year and he recommended twice a year. Uh, yeah. Um, so there's only a single dental policy available, so unfortunately- I see. ... there really wouldn't be a way to upgrade that. Okay. All right. I guess I got nothing else to change then. All right, then. Was there anything else I could help with? Uh, no, sir. Thank you. You're welcome. Thanks for calling and have a wonderful day. You too. 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: Hi, uh, my name is Tran Tran and I missed payment a few weeks ago because I was... I didn't work that week. And I also want to review my current, um, benefits plan.

Speaker speaker_1: Okay. Uh, what staffing company do you work with?

Speaker speaker_2: I work for Oxford.

Speaker speaker_1: Oxford, got it. And last four of your social?

Speaker speaker_2: 5249.

Speaker speaker_1: All right, Mr. Tran. Could you verify your address and your date of birth for me, please?

Speaker speaker_2: Yes, sir. It's 3218 Lakemoor Court. My date of birth is September 6th, 1992.

Speaker speaker_1: Okay. And the rest of the address? I need the city, state and zip as well.

Speaker speaker_2: Oh, yes. Uh, San Jose, California 95148.

Speaker speaker_1: Thank you. And then we have a phone on file for you at 603-4173. Is that correct?

Speaker speaker_2: Yes, sir.

Speaker speaker_1: All right. I'm showing, it looks like you are currently enrolled into dental and short-term disability, uh, for employee only. And yeah, it does look-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... like that coverage is not active this week because it doesn't look like there was a paycheck, uh, last week. Um-

Speaker speaker_2: Okay.

Speaker speaker_1: So, uh, was it just the one week that you missed and you're, and you're working again?

Speaker speaker_2: It was, it was, yeah, it was just that one week, um, because it was, office was out. Um, I didn't do-

Speaker speaker_1: Got it.

Speaker speaker_2: Yeah. I don't have the paper 'cause I didn't like, you know, do any, anything, right? Like... I didn't make the deduction.

Speaker speaker_1: Yeah, no, it's, you're not required to make... Yeah, you're not required to make a payment for, for it. If, if you didn't-

Speaker speaker_2: Okay.

Speaker speaker_1: ... if you weren't trying to use the benefit. You can just kind of let that, let that be.

Speaker speaker_2: Okay.

Speaker speaker_1: And then whenever you start seeing your, your paychecks again and see deductions again, it'll just pick right back up.

Speaker speaker_2: Okay. Um, I actually wanted to maybe upgrade my dental because my dentist said my coverage pretty much only covers once a year and he recommended twice a year. Uh, yeah.

Speaker speaker_1: Um, so there's only a single dental policy available, so unfortunately-

Speaker speaker_2: I see.

Speaker speaker_1: ... there really wouldn't be a way to upgrade that.

Speaker speaker_2: Okay. All right. I guess I got nothing else to change then.

Speaker speaker_1: All right, then. Was there anything else I could help with?

Speaker speaker_2: Uh, no, sir. Thank you.

Speaker speaker_1: You're welcome. Thanks for calling and have a wonderful day.

Speaker speaker_2: You too. Bye.

Speaker speaker_1: Bye now.