

Transcript: Estefania

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Full Transcript

What's his name? Your call may be monitored or recorded for quality assurance purposes. Hey, good afternoon. I'm calling from Benefits in a Card on behalf of Optum Global. I'm looking to speak with Mr. Nicholas. Mm-hmm. Um, so I just got off the phone with you. I was actually gonna let you know that your, um, plan actually has a effective date of January 6th. January 5th or, or 6th? All right. Y- yeah, January the 6th. So I was actually calling- Sure, Yeah. ... back to let you know. Um, and then, it looks like, I don't know what happened to my computer. I might need your dependent's information real quick again, 'cause it didn't save for some reason. No, it's fine. I got it right here. Okay, give me one second. Oof, I'm sorry for that. No worries. I've- I'm just gonna be working from home today, so I'm just chilling. No one needs my attention right now, so this is perfect. Okay. D- dental, short term, was it vision, and then your preventative? Yes. Everything but term life. Okay? Right. And then... One second. Okay, and then I have Logan with a Adams. Yep. That social? Yeah, that's 520-35- Mm-hmm. ... 76-98. Okay, and then her date of birth? Is, uh, 08-21-1996. And then, the second child's name? Um, oh, you're talking about... Oh, sorry. Do you want A- or, uh, Zaiden or Ivan? I forgot which one was the first- Ivan. Okay, yeah. Ivan Contreras. And then the social? I'm waiting for his mom to come back for that one. Okay. Yeah, that one's... And then the date of birth. Is 03-18-2008. And then the other child's. So that's, uh, Zaiden, Z-A-I-D-E-N Contreras. Okay, and then the- And then- ... social? Social? Yeah, that's 773-21-9063. And then the date of birth. He is 4-26-2014. Okay, thank you. All right, so since it has that effective date of January the 5th, you should see that deduction maybe one or two weeks prior to the effective date. Cool, yep. That's what I figured. All right. Well, you're all set. Hope you have a great day. Awesome. No worries. Thank you. Thank you.

Conversation Format

Speaker speaker_0: What's his name?

Speaker speaker_1: Your call may be monitored or recorded for quality assurance purposes. Hey, good afternoon. I'm calling from Benefits in a Card on behalf of Optum Global. I'm looking to speak with Mr. Nicholas.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: Um, so I just got off the phone with you. I was actually gonna let you know that your, um, plan actually has a effective date of January 6th.

Speaker speaker_0: January 5th or, or 6th? All right.

Speaker speaker_1: Y- yeah, January the 6th. So I was actually calling-

Speaker speaker_0: Sure,

Speaker speaker_2: Yeah.

Speaker speaker_1: ... back to let you know. Um, and then, it looks like, I don't know what happened to my computer. I might need your dependent's information real quick again, 'cause it didn't save for some reason.

Speaker speaker_0: No, it's fine. I got it right here.

Speaker speaker_1: Okay, give me one second. Oof, I'm sorry for that.

Speaker speaker_0: No worries. I've- I'm just gonna be working from home today, so I'm just chilling. No one needs my attention right now, so this is perfect.

Speaker speaker_1: Okay. D- dental, short term, was it vision, and then your preventative?

Speaker speaker_0: Yes.

Speaker speaker_1: Everything but term life. Okay?

Speaker speaker_0: Right.

Speaker speaker_1: And then... One second. Okay, and then I have Logan with a Adams.

Speaker speaker_0: Yep.

Speaker speaker_1: That social?

Speaker speaker_0: Yeah, that's 520-35-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... 76-98.

Speaker speaker_1: Okay, and then her date of birth?

Speaker speaker_0: Is, uh, 08-21-1996.

Speaker speaker_1: And then, the second child's name?

Speaker speaker_0: Um, oh, you're talking about... Oh, sorry. Do you want A- or, uh, Zaiden or Ivan? I forgot which one was the first-

Speaker speaker_1: Ivan.

Speaker speaker_0: Okay, yeah. Ivan Contreras.

Speaker speaker_1: And then the social?

Speaker speaker_0: I'm waiting for his mom to come back for that one.

Speaker speaker_1: Okay. Yeah, that one's... And then the date of birth.

Speaker speaker_0: Is 03-18-2008.

Speaker speaker_1: And then the other child's.

Speaker speaker_0: So that's, uh, Zaiden, Z-A-I-D-E-N Contreras.

Speaker speaker_1: Okay, and then the-

Speaker speaker_0: And then-

Speaker speaker_1: ... social?

Speaker speaker_0: Social? Yeah, that's 773-21-9063.

Speaker speaker_1: And then the date of birth.

Speaker speaker_0: He is 4-26-2014.

Speaker speaker_1: Okay, thank you. All right, so since it has that effective date of January the 5th, you should see that deduction maybe one or two weeks prior to the effective date.

Speaker speaker_0: Cool, yep. That's what I figured.

Speaker speaker_1: All right. Well, you're all set. Hope you have a great day.

Speaker speaker_0: Awesome. No worries. Thank you.

Speaker speaker_1: Thank you.