Transcript: Estefania Acevedo-5002404615733248-5748302996094976

Full Transcript

Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? Hi, Stephanie. Um, I was hired by, uh, Oxford Global- Mm-hmm. ... seriously, and, uh, wanted to find out what the contact number for HR. I'm filling out a form for new employment, and I need to put- Oh. ... one of the requirements that I put the company, company's phone number, sorry. It's spelled before it. So we actually don't have access to those numbers, since we're just the healthcare administrators. We don't actually work in those agencies. Oh, you're on the healthcare side? Yes. We're just the healthcare- Yeah, that's why we found this number in the benefits package. Mm-hmm. Yeah. So we only take care of the healthcare benefits. I do- I don't have their, um, their phone number. So you wouldn't have like a contact for, for HR, for Oxford HR? Mm-mm. Mm-mm. No, sir. Well, um- What... Even if, even if you needed to reach out to them? Yeah. I'm not really sure. I don't know if the emails were... I'm pretty sure emails are sent. Um, but that's like internally. We don't have those phone numbers in the call center side. Oh. 'Cause we do administrate different agencies around the nation. Mm-hmm. Customer care, benefits. Yeah, I'm trying to go through my email to see which number to call, and I came across the benefits documents. Mm-hmm. Um, and I've been searching through that to see if there's a number in there that would, that would be sufficient. Um- Yeah. They... We only take care of their, um, healthcare administration side. Oh, I see, I see. It's... Yeah, I see it shows benefit contact information on this. All right. Oh, I'm sorry. Thank you very much. You're welcome. Yeah, no problem. All right. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you?

Speaker speaker_1: Hi, Stephanie. Um, I was hired by, uh, Oxford Global-

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: ... seriously, and, uh, wanted to find out what the contact number for HR. I'm filling out a form for new employment, and I need to put-

Speaker speaker_0: Oh.

Speaker speaker_1: ... one of the requirements that I put the company, company's phone number, sorry. It's spelled

Speaker speaker_2: before it.

Speaker speaker_0: So we actually don't have access to those numbers, since we're just the healthcare administrators. We don't actually work in those agencies.

Speaker speaker_1: Oh, you're on the healthcare side?

Speaker speaker_0: Yes. We're just the healthcare-

Speaker speaker_1: Yeah, that's why we found this number in the benefits package.

Speaker speaker_0: Mm-hmm. Yeah. So we only take care of the healthcare benefits. I do- I don't have their, um, their phone number.

Speaker speaker_1: So you wouldn't have like a contact for, for HR, for Oxford HR?

Speaker speaker_0: Mm-mm. Mm-mm. No, sir.

Speaker speaker_2: Well, um-

Speaker speaker_1: What... Even if, even if you needed to reach out to them?

Speaker speaker_0: Yeah. I'm not really sure. I don't know if the emails were... I'm pretty sure emails are sent. Um, but that's like internally. We don't have those phone numbers in the call center side.

Speaker speaker_1: Oh.

Speaker speaker_0: 'Cause we do administrate different agencies around the nation.

Speaker speaker_1: Mm-hmm. Customer care, benefits. Yeah, I'm trying to go through my email to see which number to call, and I came across the benefits documents.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: Um, and I've been searching through that to see if there's a number in there that would, that would be sufficient. Um-

Speaker speaker_0: Yeah. They... We only take care of their, um, healthcare administration side.

Speaker speaker_1: Oh, I see, I see. It's... Yeah, I see it shows benefit contact information on this. All right.

Speaker speaker_0: Oh, I'm sorry.

Speaker speaker_1: Thank you very much.

Speaker speaker_0: You're welcome.

Speaker speaker_1: Yeah, no problem. All right. Bye-bye.