

Transcript: Estefania

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? Um, yeah, hi, Stephanie. Uh, this is Barry Gelfand. G-E-L-F-A-N-D. Yes. I'm, uh, I'm calling because I, I got an email, uh, saying that I, you know, had 30 days to sign up for, for, uh, benefits. I'm a, I'm an, uh, a consultant here. Okay. Um, what staff and agency do you work for? Um, hang on. It's, uh, I'm drawing a complete blank. Oxford. Oxford. It's Friday. Oxford. Okay. And then- Yeah, O-X-F-O-R-D. Yeah. And then, what are the last four of your Social? 6441. I'm sorry. You broke up. At the end, you said, 64- Yeah. 6441. ... 41. Okay. All right. For security purposes, could you please verify your full address as well as your date of birth? Yeah. Yeah. Sure. It's... Do you have it in front of you? Otherwise, I'll read it more slow... I'll say it more slowly. Yeah. I have it in front of me. Okay. I just need, um, the birth date. Okay. Yeah. Yeah. 5... Yeah. 5986 Bond Street, Cumming, Georgia 30040. Okay. And then- And the date of... And the date of birth is 04/16/61. Okay. Thank you. And yes, I'm old. Your number still says seven... Uh, is your phone number still listed as 785968681? Yeah. That, that's why I'm calling. And then, I have your first name period your last name at gmail.com. Is that up-to-date? It is. Okay. Although I was trying to use your website, so it didn't seem to like any of my emails. So I, I don't, I don't know what was going on with that. That's why I'm calling. Okay. I tried to do it online. It didn't recognize absolutely any email. Uh, whether it was that, my Gmail, or, or my, my Oxford email, or it just didn't like any of 'em. So I'm just like, "Whatever, I'm gonna call." Okay. Yeah, that's fine. Yeah. I can help you with your enrollment. Yeah. Did you know- Great. ... already what you wanted to enroll into? Yeah. Yeah. It's very simple. Or did you want me to look over the plan? Okay. No, no. It's a very simple request, actually. The only thing that I want is the vision. Mm-hmm. And I want that for myself and my spouse. Okay. All right. So for vision, that's \$4.35 for employee and spouse weekly. Yeah. Do you allow Oxford or Global to make the weekly deduction of \$4.35 for this selected plan? Yeah. I do. Okay. Please allow one or two weeks for your employer to start making that deduction. Once you see the very first deduction of the \$4.35 come out of your paycheck, the following Monday of that first deduction is when you have active coverage in that first week- Okay. ... of your activation week. Either that Thursday or Friday, you should be receiving your vision card. And if you want, I'm ready for your, um, spouse information. What's her first and last name? Yeah. It's, uh, Cheryl, but spelled a little differently. It's, uh, C-H-E-R-Y-L-E. Okay. Thank you. And then what's- Last name like her. ... um, her last name? Same last name? Okay. Yeah. Cheryl Gelfand, yeah. And then, what, what's her date of birth? 08/17/62. Okay. Thank you. And then, do you have her Social? If you don't, I can put zeros for now. Uh, somewhere. I don't have it off the top of my head, though. I can put zeros for now. So if you want, I can put zeros for now. Yeah. Yeah. Mm-hmm. And then you're welcome to call back whenever. Um, we're

open from 8:00 AM up until 8:00 PM Eastern Time, Monday through Friday. But I have you guys- Oh, can you... Does that, does that slow this down or- No, it doesn't. Okay. Okay. Great. All right. Well, you're all set. Did you have any questions? Um, no, no. Probably the easiest call you'll get all day, right? Uh, yeah. Thank you. Well, I hope you have a great day. Thank you. I appreciate it. You've been very helpful. Great talking. Thank you. Yeah. Thank you. Excellent. Thank you. Bye-bye. Bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you?

Speaker speaker_1: Um, yeah, hi, Stephanie. Uh, this is Barry Gelfand. G-E-L-F-A-N-D.

Speaker speaker_2: Yes.

Speaker speaker_1: I'm, uh, I'm calling because I, I got an email, uh, saying that I, you know, had 30 days to sign up for, for, uh, benefits. I'm a, I'm an, uh, a consultant here.

Speaker speaker_2: Okay. Um, what staff and agency do you work for?

Speaker speaker_1: Um, hang on. It's, uh, I'm drawing a complete blank. Oxford.

Speaker speaker_2: Oxford.

Speaker speaker_1: It's Friday. Oxford.

Speaker speaker_2: Okay. And then-

Speaker speaker_1: Yeah, O-X-F-O-R-D. Yeah.

Speaker speaker_2: And then, what are the last four of your Social?

Speaker speaker_1: 6441.

Speaker speaker_2: I'm sorry. You broke up. At the end, you said, 64-

Speaker speaker_1: Yeah. 6441.

Speaker speaker_2: ... 41. Okay. All right. For security purposes, could you please verify your full address as well as your date of birth?

Speaker speaker_1: Yeah. Yeah. Sure. It's... Do you have it in front of you? Otherwise, I'll read it more slow... I'll say it more slowly.

Speaker speaker_2: Yeah. I have it in front of me.

Speaker speaker_1: Okay.

Speaker speaker_2: I just need, um, the birth date.

Speaker speaker_1: Okay. Yeah. Yeah. 5... Yeah. 5986 Bond Street, Cumming, Georgia 30040.

Speaker speaker_2: Okay. And then-

Speaker speaker_1: And the date of... And the date of birth is 04/16/61.

Speaker speaker_2: Okay. Thank you.

Speaker speaker_1: And yes, I'm old.

Speaker speaker_2: Your number still says seven... Uh, is your phone number still listed as 785968681?

Speaker speaker_1: Yeah. That, that's why I'm calling.

Speaker speaker_2: And then, I have your first name period your last name at gmail.com. Is that up-to-date?

Speaker speaker_1: It is.

Speaker speaker_2: Okay.

Speaker speaker_1: Although I was trying to use your website, so it didn't seem to like any of my emails. So I, I don't, I don't know what was going on with that. That's why I'm calling.

Speaker speaker_2: Okay.

Speaker speaker_1: I tried to do it online. It didn't recognize absolutely any email. Uh, whether it was that, my Gmail, or, or my, my Oxford email, or it just didn't like any of 'em. So I'm just like, "Whatever, I'm gonna call."

Speaker speaker_2: Okay. Yeah, that's fine.

Speaker speaker_1: Yeah.

Speaker speaker_2: I can help you with your enrollment.

Speaker speaker_1: Yeah.

Speaker speaker_2: Did you know-

Speaker speaker_1: Great.

Speaker speaker_2: ... already what you wanted to enroll into?

Speaker speaker_1: Yeah. Yeah. It's very simple.

Speaker speaker_2: Or did you want me to look over the plan? Okay.

Speaker speaker_1: No, no. It's a very simple request, actually. The only thing that I want is the vision.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: And I want that for myself and my spouse.

Speaker speaker_2: Okay. All right. So for vision, that's \$4.35 for employee and spouse weekly.

Speaker speaker_1: Yeah.

Speaker speaker_2: Do you allow Oxford or Global to make the weekly deduction of \$4.35 for this selected plan?

Speaker speaker_1: Yeah. I do.

Speaker speaker_2: Okay. Please allow one or two weeks for your employer to start making that deduction. Once you see the very first deduction of the \$4.35 come out of your paycheck, the following Monday of that first deduction is when you have active coverage in that first week-

Speaker speaker_1: Okay.

Speaker speaker_2: ... of your activation week. Either that Thursday or Friday, you should be receiving your vision card. And if you want, I'm ready for your, um, spouse information. What's her first and last name?

Speaker speaker_1: Yeah. It's, uh, Cheryl, but spelled a little differently. It's, uh, C-H-E-R-Y-L-E.

Speaker speaker_2: Okay. Thank you. And then what's-

Speaker speaker_1: Last name like her.

Speaker speaker_2: ... um, her last name? Same last name? Okay.

Speaker speaker_1: Yeah. Cheryl Gelfand, yeah.

Speaker speaker_2: And then, what, what's her date of birth?

Speaker speaker_1: 08/17/62.

Speaker speaker_2: Okay. Thank you. And then, do you have her Social? If you don't, I can put zeros for now.

Speaker speaker_1: Uh, somewhere. I don't have it off the top of my head, though. I can put zeros for now.

Speaker speaker_2: So if you want, I can put zeros for now.

Speaker speaker_1: Yeah. Yeah.

Speaker speaker_2: Mm-hmm. And then you're welcome to call back whenever. Um, we're open from 8:00 AM up until 8:00 PM Eastern Time, Monday through Friday. But I have you guys-

Speaker speaker_1: Oh, can you... Does that, does that slow this down or-

Speaker speaker_2: No, it doesn't.

Speaker speaker_1: Okay. Okay. Great.

Speaker speaker_2: All right. Well, you're all set. Did you have any questions?

Speaker speaker_1: Um, no, no. Probably the easiest call you'll get all day, right?

Speaker speaker_2: Uh, yeah. Thank you. Well, I hope you have a great day.

Speaker speaker_1: Thank you. I appreciate it. You've been very helpful.

Speaker speaker_2: Great talking. Thank you.

Speaker speaker_1: Yeah. Thank you. Excellent. Thank you. Bye-bye.

Speaker speaker_2: Bye.