

Transcript: Francesca

Baez-5549911502176256-4534457283330048

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in the ... My name is Francesca. How can I assist you today? Yes, I was trying to sign up for benefits, um, but when I go through the website it says you cannot... Um, I get like a error message. Uh, am I choosing a... When I go to the website I'm choosing enroll or decline coverage. This is my first time signing up. Is that the correct option? Yes, ma'am. What staffing company are you with? Oxford. Okay, yes. Um, you're about the second person I have spoken with this week that has advised us of that. If I'm not mistaken, the website currently unfortunately is down. Usually, you are correct, you will click there, enroll/decline for it to take you to that online enrollment form. Okay. If it's not letting you, I can go ahead and process your enrollment with you over the phone. Okay. Okay, that'd be great. All right, what are the last four of your social to locate your account? 1078. And the last name, please.

Morgan. Miss Morgan, can you please verify your mailing address and your date of birth for me? 17166 Fairfield Street, Detroit, Michigan 42221. And your date of birth? 09/25/'80. I have the best phone number to reach you then at 313-457-4560? Yeah. And I have your email down as your first and last name, 2728@gmail.com? Yes. All right. And any chance you had a chance to look at the benefit plans to know which one you want to enroll into? Um, yeah, I do. Now for the kids do I need their Social Security number? It's not a requirement. It does help if we have it, but if you don't have it at this moment, we're able just to process that enrollment for them without it. Okay. Uh, I mean, I can get the cards. I mean, I would have to give y-you... I mean, I can get the cards, I just, that's why I just wanted to know so I can go get it while we're starting the process. Okay. Sure thing. Okay. And which plans did you want to enroll into? Uh, all of 'em. Well, uh, well let me see. Let me... Okay, so, I... It's a fam-... Uh, I mean, it's a, uh, employee and children. Mm-hmm. For, um, vision, everything basically. So let's see. The medical... Look at the paper. Now that I looked at what was the difference between the different medical was one was, like, this tele. I'm thinking that's just over the computer, right? So the one that says Stay Healthy TeleRx is a medical preventative plan. Oh, okay. So that one is only gonna cover preventative services. And then the other two that are Incho Plus, those will cover what they call hospital indemnity, which is basically your hospital services, doctor visits, emergency room, ER. Okay. The only thing to keep in mind is everything that the Incho Plus covers, the Stay Healthy doesn't and then vice versa. Everything that Stay Healthy covers, the Incho Plus don't. You can mix a Stay Healthy with one of the Incho Pluses, you just can't enroll into both Incho Plus. So the difference between the Incho Plus and Incho Plus Enhanced was, what was it, the daily hospital accommodation was more money? I think that was a-... Or and the, what is this, annual first occurrence hospital was different? Yes, ma'am. So, um- So the... Oh, I was gonna say, um, the only other two differences that you haven't mentioned is that surgical is doubled when you go to the

enhanced as well as the intensive care or coronary care unit is double if you go onto the enhanced, along with those two that you mentioned. Okay, I want to do enhanced. Let me get the kids' card. All right. And then were you gonna enroll in short-term disability for yourself since it's only available for employees? Yes. Okay, so then I have you down with Incho Plus Enhanced, the dental, the vision, the term life for employee and child, and then short-term disability for employee only. Does that sound about right? Uh, yes. Is that all the benefits available? Yes, ma'am. The only thing that we don't have, um, selected at the moment is our medical preventative care plan. Yes, yes. But everything else is already selected. Okay. Let me sur-... I'm sorry, let me get they card. Hold on. All right. Yeah, so that would be correct. All right. And- Do you authorize Global to make the deduction of \$57.86 for your coverage for employee and children? Yes. Okay. And then if you're ready we can go ahead with the children's information for the first kid. Okay, his name is Jermaine, J-E-R-M-A-I-N-E, Rose, like the flower, R-O-S-E, and Junior. Junior after the Rose, correct? Yes. Okay. And what is his social? Uh, 373-37-5923. And lastly, his date of birth. 112709. All right, and what will be the name for the next children? Lucas, L-U-C-A-S, last name Ros like the flower. Um, just making sure. I feel like I might have missed a letter on Lucas' name. You said it's L-O-S-A-S, right? Uh-uh. Let me turn you off speaker right now. Hold on . It's Lucas, L-U-C-A-S, as in- There we go. ... uh, love, umbrella, cat, apple, son . There we go, all right. And what is his social? Um, 665-580012 and his date of birth is January 28th, uh, 2012. And do we have any other children that we need to add to the file, ma'am, so you can see? Nope, that's it. All right, and then for the life insurance, who would you like to put down as a beneficiary? I just need their first and last name and relationship to you. Uh, these two kids . All right. And they are put 50/50? Yes, yes. And we did say Jermaine is a junior. Yes, yeah, very important to put that in there . Next thing you know, he's a senior. You wanna make sure it goes to the right person now . All right, and I'm making sure I have them down as J-E-R-M-A-I-N-E Ros Junior, date of birth 11-27-09. Mm-hmm. And then I have Lucas- Yes. ... as L-U-C-A-S Ros. Mm-hmm. January 28, '12, correct? Yeah. All right, so you're all set. Only thing to keep in mind is allow one to two weeks for your employer to start making the deductions. When you see that first deduction being made, following Monday is when coverage becomes effective. And that same week of activation, Friday will be when your carrier sends out the benefit cards. Now the only card that won't be sent specifically to your home is going to be for that Insure Plus Enhance. The carrier, American Public Life, they only do a digital copy for their medical plan so it's going to be sent to the email we have on file for you. However if you do want a hard copy, give us a call back Monday of your activation week or at some point during that activation week for us to put in the mail request. Okay, let me write this. Let me jot down some notes here. Okay, so you said... Uh, I'm sorry repeat what you said . Yes, ma'am. So your medical plan... Mm-hmm. ... the carrier is American Public Life. They only do a... Public Life. Okay. They only do a digital copy for the benefit card for medical. Okay. So if you want a hard copy of your benefit card, give us a call back during that activation week or some point after the activation week so we can put in the mail request. Okay. Okay, and they're also gonna be- And you said... Go ahead . No, I was just gonna say they're also the same carrier for your dental plan. Oh, okay. Um... And then just so you can have all carriers in there, the vision will be with MetLife. Oh, okay. MetLife, okay. Was it medical, visual, dental... Okay. Um, and how do you... What, um... Like how does... Do you have, like... What is it called when you... The doctors you can go to or... So those would be called network. Yeah, network. So it will be what I, unfortunately

interrupted you just saying, any doctor that takes the insurance, you're able to use. None of your plans have any network requirements so as long as they work with your carriers you'll be good to go. Um, they do have however, even though they don't have the requirement, they have network provider companies. I can send to your email the phone number and websites for all three of those carriers if you like. Okay, that would be great. I hope I can keep my same doctor that I have but I guess I'll find out. And then, 'cause I know sometimes it's easier to just have it all together, um, and if you don't mind taking a screenshot of it or just keep it safe. I'll go ahead and also put in there in that email the name of the carriers for you once again. Okay, thank you. And what was the total deduction? You said it was 54 what? It is going to be \$57.86 per paycheck. 56 per paycheck, okay . Okay, this is... Anything else? That'll be all, um, I think. Actually, no. So one thing I do want to say, because I know it's different than the usual, um, plans that you might be used to, which are called major medical insurance. Your benefit card is going to be one that will have your information on it, and then I, I think it's in the corner of it, it will say employee plus children. So that's also- Oh. ... going to be the same one for your kids. There won't be a separate one with their name on it. It'll be the same one that has your name in it. Okay. Okay. All right. But I believe that will be the last one. In the event that you have any questions in regards to insurance in general, um, even while you're using it, let's say you got a bill, you don't know why it wasn't paid, that will always be- Mm-hmm. ... us anything related to insurance. Um, now, anything with your pay or job related, it will be with Axfor Global. Okay. And you have all the way to January 1st to make any policy changes. That will be when your personal enrollment period ends. Okay. Okay, and you said insurance becomes effective, what did you say? When does it become effective? So it will be one to two weeks for your employer to make those deductions, and then when you see that first deduction being made, following Monday will be when coverage becomes effective. Okay. Okay. All right. Now, do you... I mean, I don't know how long I'm going to be here or, or whatnot, but do you have to re-enroll every year? Like is this re-enrolling for 2025, or is this considered for 2024? Or how does that work? Uh, it will be- I had a job where I had to re-enroll every... I had a job, my last job, I had to re-enroll- Mm-hmm. ... every year, and I wasn't used to that. So do you... Is this for 2024 and '25, or just do I gotta do this again? Yes, ma'am. So it will be counting towards 2024 and 2025. Um, so I know what you mean by every year you usually have to re-enroll, it doesn't just automatically roll you over. Mm-hmm. Um, but with their system, for Axfor Global, so these are weekly benefits. It will auto enroll you into next year. Now, let's say, for example, you're still with Axfor Global next year- Mm-hmm. ... when they have their company enrollment period, um, which they currently having from the 4th of December to the 18th. Mm-hmm. Let's say you were to pass to December again, and they have their company open enrollment period. You're still gonna get the text messages, but if you didn't want to make any change to a policy, the system is just gonna roll over your exact benefits that you have right now, the exact policy, and it will just keep being active till further next year. Oh, okay. Okay. All right. Yeah, that's what I'm used to with my last job. If you didn't enroll, you wouldn't have benefits. I'm like, "Hey, you should just keep what I had." But you had- ... to do it every year. So that was, that was new for me, because normally it's like what you're saying, you enroll, but if you want to make changes, you can. But if not, everything will just remain the same. So that's what you're saying, that's how it works here? Yes, ma'am. Okay. All right, thank you very much. It was my pleasure. I hope you enjoy the rest of your week, and if you have any other needs or questions in regards to your insurance, don't

hesitate to give us a call back. Now, when I go... So now that you've created everything for me, would I be able to see everything online now? If I go back to that link, or no? It's just not working, period? No, it's not working right now. The website itself seems to be down. Oh. Um, I did send a ticket out to IT to see if they're either working on it or to take a look into it. Okay. But I can- Because you haven't been the first one to say it. Mm-hmm. Oh, okay. So what's the confirmation that I did it today? You got a confirmation number? I know you said... I see your email, but I just want to, you know, how do I know it's been completed? I mean, yes, I can actually give you a confirmation number. Okay. Okay, I'm ready. It is S as in Sam- Uh-huh. ... 3, 5, 6. Uh-huh. N as in Nancy. Mm-hmm. 4, Y as in Yellow. Mm-hmm. 6, D-S in David, J-S in Joe. Okay. And can you email that to me too? Just in case I heard some of the letters wrong. Sure thing. Okay. All right. No, I just want to make sure. No, I understand, don't worry. Let's see. Did you want the reference number to be sent to you, or would you like me to request an enrollment confirmation to be sent to you instead? Uh, I mean, as long... The reference number is just reference of our conversation today. So your, the reference number you gave me, if, if I call back, they'd say, "Oh, you didn't, you didn't sign up during the period." If I give them that number, they'll be able to see that I did sign up, right? Yes, ma'am. Okay. Yeah, as long as it's something that can verify our conversation today, in case something happens. Now, is it... Well, the other stuff you were saying, is that something... Yeah, that'd be good, something in writing, too, a paper, so let- let's do both. All right. So it would take 24 to 48 hours for them to go ahead and send that to you, okay? Okay. All right, that'll be great. So you can email me what you have, and then I'll also get what's coming. That's fine. Understood. All right. Thank you so much. It was my pleasure. I hope you have a wonderful rest of your day, and thank you for calling Benefits in a Card today. You too. Thank you. Bye-bye. Bye.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits in the ... My name is Francesca. How can I assist you today?

Speaker speaker_2: Yes, I was trying to sign up for benefits, um, but when I go through the website it says you cannot... Um, I get like a error message. Uh, am I choosing a... When I go to the website I'm choosing enroll or decline coverage. This is my first time signing up. Is that the correct option?

Speaker speaker_1: Yes, ma'am. What staffing company are you with?

Speaker speaker_2: Oxford.

Speaker speaker_1: Okay, yes. Um, you're about the second person I have spoken with this week that has advised us of that. If I'm not mistaken, the website currently unfortunately is down. Usually, you are correct, you will click there, enroll/decline for it to take you to that online enrollment form.

Speaker speaker_2: Okay.

Speaker speaker_1: If it's not letting you, I can go ahead and process your enrollment with you over the phone.

Speaker speaker_2: Okay. Okay, that'd be great.

Speaker speaker_1: All right, what are the last four of your social to locate your account?

Speaker speaker_2: 1078.

Speaker speaker_1: And the last name, please.

Speaker speaker_2: Morgan.

Speaker speaker_1: Miss Morgan, can you please verify your mailing address and your date of birth for me?

Speaker speaker_2: 17166 Fairfield Street, Detroit, Michigan 42221.

Speaker speaker_1: And your date of birth?

Speaker speaker_2: 09/25/'80.

Speaker speaker_1: I have the best phone number to reach you then at 313-457-4560?

Speaker speaker_2: Yeah.

Speaker speaker_1: And I have your email down as your first and last name, 2728@gmail.com?

Speaker speaker_2: Yes.

Speaker speaker_1: All right. And any chance you had a chance to look at the benefit plans to know which one you want to enroll into?

Speaker speaker_2: Um, yeah, I do. Now for the kids do I need their Social Security number?

Speaker speaker_1: It's not a requirement. It does help if we have it, but if you don't have it at this moment, we're able just to process that enrollment for them without it.

Speaker speaker_2: Okay. Uh, I mean, I can get the cards. I mean, I would have to give you... I mean, I can get the cards, I just, that's why I just wanted to know so I can go get it while we're starting the process.

Speaker speaker_1: Okay. Sure thing.

Speaker speaker_2: Okay.

Speaker speaker_1: And which plans did you want to enroll into?

Speaker speaker_2: Uh, all of 'em. Well, uh, well let me see. Let me... Okay, so, I... It's a fam-... Uh, I mean, it's a, uh, employee and children.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: For, um, vision, everything basically. So let's see. The medical... Look at the paper. Now that I looked at what was the difference between the different medical was one was, like, this tele. I'm thinking that's just over the computer, right?

Speaker speaker_1: So the one that says Stay Healthy TeleRx is a medical preventative plan.

Speaker speaker_2: Oh, okay.

Speaker speaker_1: So that one is only gonna cover preventative services. And then the other two that are Incho Plus, those will cover what they call hospital indemnity, which is basically your hospital services, doctor visits, emergency room, ER.

Speaker speaker_2: Okay.

Speaker speaker_1: The only thing to keep in mind is everything that the Incho Plus covers, the Stay Healthy doesn't and then vice versa. Everything that Stay Healthy covers, the Incho Plus don't. You can mix a Stay Healthy with one of the Incho Pluses, you just can't enroll into both Incho Plus.

Speaker speaker_2: So the difference between the Incho Plus and Incho Plus Enhanced was, what was it, the daily hospital accommodation was more money? I think that was a-... Or and the, what is this, annual first occurrence hospital was different?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_2: So, um-

Speaker speaker_1: So the... Oh, I was gonna say, um, the only other two differences that you haven't mentioned is that surgical is doubled when you go to the enhanced as well as the intensive care or coronary care unit is double if you go onto the enhanced, along with those two that you mentioned.

Speaker speaker_2: Okay, I want to do enhanced. Let me get the kids' card.

Speaker speaker_1: All right. And then were you gonna enroll in short-term disability for yourself since it's only available for employees?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay, so then I have you down with Incho Plus Enhanced, the dental, the vision, the term life for employee and child, and then short-term disability for employee only. Does that sound about right?

Speaker speaker_2: Uh, yes. Is that all the benefits available?

Speaker speaker_1: Yes, ma'am. The only thing that we don't have, um, selected at the moment is our medical preventative care plan.

Speaker speaker_2: Yes, yes.

Speaker speaker_1: But everything else is already selected.

Speaker speaker_2: Okay. Let me sur-... I'm sorry, let me get they card. Hold on.

Speaker speaker_1: All right.

Speaker speaker_2: Yeah, so that would be correct.

Speaker speaker_1: All right.

Speaker speaker_2: And-

Speaker speaker_1: Do you authorize Global to make the deduction of \$57.86 for your coverage for employee and children?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. And then if you're ready we can go ahead with the children's information for the first kid.

Speaker speaker_2: Okay, his name is Jermaine, J-E-R-M-A-I-N-E, Rose, like the flower, R-O-S-E, and Junior.

Speaker speaker_1: Junior after the Rose, correct?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. And what is his social?

Speaker speaker_2: Uh, 373-37-5923.

Speaker speaker_1: And lastly, his date of birth.

Speaker speaker_2: 112709.

Speaker speaker_1: All right, and what will be the name for the next children?

Speaker speaker_2: Lucas, L-U-C-A-S, last name Ros like the flower.

Speaker speaker_1: Um, just making sure. I feel like I might have missed a letter on Lucas' name. You said it's L-O-S-A-S, right?

Speaker speaker_2: Uh-uh. Let me turn you off speaker right now. Hold on . It's Lucas, L-U-C-A-S, as in-

Speaker speaker_1: There we go.

Speaker speaker_2: ... uh, love, umbrella, cat, apple, son .

Speaker speaker_1: There we go, all right. And what is his social?

Speaker speaker_2: Um, 665-580012 and his date of birth is January 28th, uh, 2012.

Speaker speaker_1: And do we have any other children that we need to add to the file, ma'am, so you can see?

Speaker speaker_2: Nope, that's it.

Speaker speaker_1: All right, and then for the life insurance, who would you like to put down as a beneficiary? I just need their first and last name and relationship to you.

Speaker speaker_2: Uh, these two kids .

Speaker speaker_1: All right. And they are put 50/50?

Speaker speaker_2: Yes, yes.

Speaker speaker_1: And we did say Jermaine is a junior.

Speaker speaker_2: Yes, yeah, very important to put that in there .

Speaker speaker_1: Next thing you know, he's a senior.

Speaker speaker_2: You wanna make sure it goes to the right person now .

Speaker speaker_1: All right, and I'm making sure I have them down as J-E-R-M-A-I-N-E Ros Junior, date of birth 11-27-09.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: And then I have Lucas-

Speaker speaker_2: Yes.

Speaker speaker_1: ... as L-U-C-A-S Ros.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: January 28, '12, correct?

Speaker speaker_2: Yeah.

Speaker speaker_1: All right, so you're all set. Only thing to keep in mind is allow one to two weeks for your employer to start making the deductions. When you see that first deduction being made, following Monday is when coverage becomes effective. And that same week of activation, Friday will be when your carrier sends out the benefit cards. Now the only card that won't be sent specifically to your home is going to be for that Insure Plus Enhance. The carrier, American Public Life, they only do a digital copy for their medical plan so it's going to be sent to the email we have on file for you. However if you do want a hard copy, give us a call back Monday of your activation week or at some point during that activation week for us to put in the mail request.

Speaker speaker_2: Okay, let me write this. Let me jot down some notes here. Okay, so you said... Uh, I'm sorry repeat what you said .

Speaker speaker_1: Yes, ma'am. So your medical plan...

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... the carrier is American Public Life. They only do a... Public Life.

Speaker speaker_2: Okay.

Speaker speaker_1: They only do a digital copy for the benefit card for medical.

Speaker speaker_2: Okay.

Speaker speaker_1: So if you want a hard copy of your benefit card, give us a call back during that activation week or some point after the activation week so we can put in the mail request.

Speaker speaker_2: Okay.

Speaker speaker_1: Okay, and they're also gonna be-

Speaker speaker_2: And you said... Go ahead .

Speaker speaker_1: No, I was just gonna say they're also the same carrier for your dental plan.

Speaker speaker_2: Oh, okay. Um...

Speaker speaker_1: And then just so you can have all carriers in there, the vision will be with MetLife.

Speaker speaker_2: Oh, okay. MetLife, okay. Was it medical, visual, dental... Okay. Um, and how do you... What, um... Like how does... Do you have, like... What is it called when you... The doctors you can go to or...

Speaker speaker_1: So those would be called network.

Speaker speaker_2: Yeah, network.

Speaker speaker_1: So it will be what I, unfortunately interrupted you just saying, any doctor that takes the insurance, you're able to use. None of your plans have any network requirements so as long as they work with your carriers you'll be good to go. Um, they do have however, even though they don't have the requirement, they have network provider companies. I can send to your email the phone number and websites for all three of those carriers if you like.

Speaker speaker_2: Okay, that would be great. I hope I can keep my same doctor that I have but I guess I'll find out.

Speaker speaker_1: And then, 'cause I know sometimes it's easier to just have it all together, um, and if you don't mind taking a screenshot of it or just keep it safe. I'll go ahead and also put in there in that email the name of the carriers for you once again.

Speaker speaker_2: Okay, thank you. And what was the total deduction? You said it was 54 what?

Speaker speaker_1: It is going to be \$57.86 per paycheck.

Speaker speaker_2: 56 per paycheck, okay . Okay, this is... Anything else?

Speaker speaker_1: That'll be all, um, I think. Actually, no. So one thing I do want to say, because I know it's different than the usual, um, plans that you might be used to, which are called major medical insurance. Your benefit card is going to be one that will have your

information on it, and then I, I think it's in the corner of it, it will say employee plus children. So that's also-

Speaker speaker_2: Oh.

Speaker speaker_1: ... going to be the same one for your kids. There won't be a separate one with their name on it. It'll be the same one that has your name in it.

Speaker speaker_2: Okay. Okay.

Speaker speaker_1: All right. But I believe that will be the last one. In the event that you have any questions in regards to insurance in general, um, even while you're using it, let's say you got a bill, you don't know why it wasn't paid, that will always be-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... us anything related to insurance. Um, now, anything with your pay or job related, it will be with Axfor Global.

Speaker speaker_2: Okay.

Speaker speaker_1: And you have all the way to January 1st to make any policy changes. That will be when your personal enrollment period ends.

Speaker speaker_2: Okay. Okay, and you said insurance becomes effective, what did you say? When does it become effective?

Speaker speaker_1: So it will be one to two weeks for your employer to make those deductions, and then when you see that first deduction being made, following Monday will be when coverage becomes effective.

Speaker speaker_2: Okay. Okay. All right. Now, do you... I mean, I don't know how long I'm going to be here or, or whatnot, but do you have to re-enroll every year? Like is this re-enrolling for 2025, or is this considered for 2024? Or how does that work?

Speaker speaker_1: Uh, it will be-

Speaker speaker_2: I had a job where I had to re-enroll every... I had a job, my last job, I had to re-enroll-

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: ... every year, and I wasn't used to that. So do you... Is this for 2024 and '25, or just do I gotta do this again?

Speaker speaker_1: Yes, ma'am. So it will be counting towards 2024 and 2025. Um, so I know what you mean by every year you usually have to re-enroll, it doesn't just automatically roll you over.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Um, but with their system, for Axfor Global, so these are weekly benefits. It will auto enroll you into next year. Now, let's say, for example, you're still with Axfor Global

next year-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... when they have their company enrollment period, um, which they currently having from the 4th of December to the 18th.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Let's say you were to pass to December again, and they have their company open enrollment period. You're still gonna get the text messages, but if you didn't want to make any change to a policy, the system is just gonna roll over your exact benefits that you have right now, the exact policy, and it will just keep being active till further next year.

Speaker speaker_2: Oh, okay. Okay. All right. Yeah, that's what I'm used to with my last job. If you didn't enroll, you wouldn't have benefits. I'm like, "Hey, you should just keep what I had." But you had- ... to do it every year. So that was, that was new for me, because normally it's like what you're saying, you enroll, but if you want to make changes, you can. But if not, everything will just remain the same. So that's what you're saying, that's how it works here?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_2: Okay. All right, thank you very much.

Speaker speaker_1: It was my pleasure. I hope you enjoy the rest of your week, and if you have any other needs or questions in regards to your insurance, don't hesitate to give us a call back.

Speaker speaker_2: Now, when I go... So now that you've created everything for me, would I be able to see everything online now? If I go back to that link, or no? It's just not working, period?

Speaker speaker_1: No, it's not working right now. The website itself seems to be down.

Speaker speaker_2: Oh.

Speaker speaker_1: Um, I did send a ticket out to IT to see if they're either working on it or to take a look into it.

Speaker speaker_2: Okay. But I can-

Speaker speaker_1: Because you haven't been the first one to say it. Mm-hmm.

Speaker speaker_2: Oh, okay. So what's the confirmation that I did it today? You got a confirmation number? I know you said... I see your email, but I just want to, you know, how do I know it's been completed?

Speaker speaker_1: I mean, yes, I can actually give you a confirmation number.

Speaker speaker_2: Okay. Okay, I'm ready.

Speaker speaker_1: It is S as in Sam-

Speaker speaker_2: Uh-huh.

Speaker speaker_1: ... 3, 5, 6.

Speaker speaker_2: Uh-huh.

Speaker speaker_1: N as in Nancy.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: 4, Y as in Yellow.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: 6, D-S in David, J-S in Joe.

Speaker speaker_2: Okay. And can you email that to me too? Just in case I heard some of the letters wrong.

Speaker speaker_1: Sure thing.

Speaker speaker_2: Okay. All right. No, I just want to make sure.

Speaker speaker_1: No, I understand, don't worry. Let's see. Did you want the reference number to be sent to you, or would you like me to request an enrollment confirmation to be sent to you instead?

Speaker speaker_2: Uh, I mean, as long... The reference number is just reference of our conversation today. So your, the reference number you gave me, if, if I call back, they'd say, "Oh, you didn't, you didn't sign up during the period." If I give them that number, they'll be able to see that I did sign up, right?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_2: Okay. Yeah, as long as it's something that can verify our conversation today, in case something happens. Now, is it... Well, the other stuff you were saying, is that something... Yeah, that'd be good, something in writing, too, a paper, so let- let's do both.

Speaker speaker_1: All right. So it would take 24 to 48 hours for them to go ahead and send that to you, okay?

Speaker speaker_2: Okay. All right, that'll be great. So you can email me what you have, and then I'll also get what's coming. That's fine.

Speaker speaker_1: Understood.

Speaker speaker_2: All right. Thank you so much.

Speaker speaker_1: It was my pleasure. I hope you have a wonderful rest of your day, and thank you for calling Benefits in a Card today.

Speaker speaker_2: You too. Thank you.

Speaker speaker_1: Bye-bye.

Speaker speaker_2: Bye.