

## Transcript: Francesca

**Baez-6156471650697216-4797592450842624**

### Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Car. My name is Francesca. How can I assist you today? Hi. Um, I am a recently new employee for Oxford and, um, I would like to, uh, pick my benefit plan. Can you pass me- What is the last four of your Social? What was that? Go ahead. Um... I received an email and I was to, I was to call this number for, um, um, in regards to benefit options. What is the last four of your Social? My last four digits of my Social? Yes. Uh, 6176. Did you recently just submit your application? Did I recently just submit my application? Yes, ma'am. Um... Uh... I, I guess so, because this today's my first day of work. So, I guess. I didn't get my first paycheck yet. Okay. The reason why I'm asking is 'cause in our system for Oxford Global Staffing, with the last four of 6176, we don't have any account that shows up with the last name Le on it. Le? L-E? Mm-hmm. Okay, so I'm probably not in the system yet yet, right? Yeah, so we have not received that file from Oxford Global yet. Um, so at this point you have two choices. We can create the file with you on the phone, but we do need your full Social. Now, if you don't feel comfortable providing it, then it would just be you periodically checking in to see when we receive the file. Um- Regardless of which decision you take, I can still go over the benefits that they're currently offering with you if you want. Okay, sure. But I can't ch- I can't pick it yet obviously, right? Yeah, so we can't pick it just because we don't have the profile to submit the enrollment. Okay. But I can still go over the plans that they offer if you like, if you don't feel comfortable creating that file today, which is completely fine. Yeah, I'll just... I'll just wait 'til my, um, company gives you the information, I guess. All right. And then as far as the benefits they're currently offering, they have dental, vision, insurance indisability for employee only, Term Life, which is basically their life insurance plan, and lastly they offer three medical plans, one of them being preventative. And what are the other two medical? So the other two are what they call Hospital Indemnity, which is basically your hospital services, like your doctor's visits, emergency room or urgent care, surgeries, advanced studies and such. Okay. Uh, do you guys have any pet insurance? Unfortunately, for the benefits that Oxford Global offers, they do not have any pet insurance that's being offered at the moment. Oh, okay. Okay. Yeah, it only shows that you're able to get it either for yourself, the employee, and then sent to your policy which will be either a spouse or children. But unfortunately, they do not offer any pet insurance at the moment. Okay, sounds good. So if you like, I can send you a copy of their benefit guide, um, if you have an email that I can send it to. That way, while you wait for them to provide the account to us, we will... You'll be able to see that they do offered. Um, I think they may send me, like, the email, um, which is how I got your phone number. But... Okay, yeah. I'll check in, um, I guess, next week because I'm... I think it's because I didn't have my first paycheck yet, so I... That's probably why I don't ha- I'm not in the, the system. But okay, sounds good. Understood. It very well could just be that you're still fairly new to them, um,

'cause- Yeah. ... we have had accounts that come in before the employee gets their first paycheck. It just all depends on when it was that you submitted and whether or not they were too busy at the office to be submitting them in right away. Gotcha. Okay. Mm-hmm. Thank you for your help. Of course. I hope you have a wonderful rest of your day. Thank you for your time today. Thank you. Bye. You too. 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 a Car. My name is Francesca. How can I assist you today?

Speaker speaker\_2: Hi. Um, I am a recently new employee for Oxford and, um, I would like to, uh, pick my benefit plan. Can you pass me-

Speaker speaker\_1: What is the last four of your Social?

Speaker speaker\_2: What was that?

Speaker speaker\_1: Go ahead.

Speaker speaker\_2: Um... I received an email and I was to, I was to call this number for, um, um, in regards to benefit options.

Speaker speaker\_1: What is the last four of your Social?

Speaker speaker\_2: My last four digits of my Social?

Speaker speaker\_1: Yes.

Speaker speaker\_2: Uh, 6176.

Speaker speaker\_1: Did you recently just submit your application?

Speaker speaker\_2: Did I recently just submit my application?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_2: Um... Uh... I, I guess so, because this today's my first day of work. So, I guess. I didn't get my first paycheck yet.

Speaker speaker\_1: Okay. The reason why I'm asking is 'cause in our system for Oxford Global Staffing, with the last four of 6176, we don't have any account that shows up with the last name Le on it.

Speaker speaker\_2: Le? L-E?

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_2: Okay, so I'm probably not in the system yet yet, right?

Speaker speaker\_1: Yeah, so we have not received that file from Oxford Global yet. Um, so at this point you have two choices. We can create the file with you on the phone, but we do need your full Social. Now, if you don't feel comfortable providing it, then it would just be you periodically checking in to see when we receive the file.

Speaker speaker\_2: Um-

Speaker speaker\_1: Regardless of which decision you take, I can still go over the benefits that they're currently offering with you if you want.

Speaker speaker\_2: Okay, sure. But I can't ch- I can't pick it yet obviously, right?

Speaker speaker\_1: Yeah, so we can't pick it just because we don't have the profile to submit the enrollment.

Speaker speaker\_2: Okay.

Speaker speaker\_1: But I can still go over the plans that they offer if you like, if you don't feel comfortable creating that file today, which is completely fine.

Speaker speaker\_2: Yeah, I'll just... I'll just wait 'til my, um, company gives you the information, I guess.

Speaker speaker\_1: All right. And then as far as the benefits they're currently offering, they have dental, vision, insurance indisability for employee only, Term Life, which is basically their life insurance plan, and lastly they offer three medical plans, one of them being preventative.

Speaker speaker\_2: And what are the other two medical?

Speaker speaker\_1: So the other two are what they call Hospital Indemnity, which is basically your hospital services, like your doctor's visits, emergency room or urgent care, surgeries, advanced studies and such.

Speaker speaker\_2: Okay. Uh, do you guys have any pet insurance?

Speaker speaker\_1: Unfortunately, for the benefits that Oxford Global offers, they do not have any pet insurance that's being offered at the moment.

Speaker speaker\_2: Oh, okay. Okay.

Speaker speaker\_1: Yeah, it only shows that you're able to get it either for yourself, the employee, and then sent to your policy which will be either a spouse or children. But unfortunately, they do not offer any pet insurance at the moment.

Speaker speaker\_2: Okay, sounds good.

Speaker speaker\_1: So if you like, I can send you a copy of their benefit guide, um, if you have an email that I can send it to. That way, while you wait for them to provide the account to us, we will... You'll be able to see that they do offered.

Speaker speaker\_2: Um, I think they may send me, like, the email, um, which is how I got your phone number. But... Okay, yeah. I'll check in, um, I guess, next week because I'm... I

think it's because I didn't have my first paycheck yet, so I... That's probably why I don't ha- I'm not in the, the system. But okay, sounds good.

Speaker speaker\_1: Understood. It very well could just be that you're still fairly new to them, um, 'cause-

Speaker speaker\_2: Yeah.

Speaker speaker\_1: ... we have had accounts that come in before the employee gets their first paycheck. It just all depends on when it was that you submitted and whether or not they were too busy at the office to be submitting them in right away.

Speaker speaker\_2: Gotcha. Okay.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_2: Thank you for your help.

Speaker speaker\_1: Of course. I hope you have a wonderful rest of your day. Thank you for your time today.

Speaker speaker\_2: Thank you. Bye. You too.

Speaker speaker\_1: Bye.