

## Transcript: Francesca

**Baez-6411796738949120-4732363493818368**

### Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits 10 o' Clock. My name is Francesca. How can I assist you today? Hey, Francesca. Uh, I'm calling 'cause I wanted to see if I could enroll. Okay. What staffing company do you work with? It's, um, Out- Oxford. What is the last four of your Social? Uh, 7051. Please verify your mailing address and date of birth to make sure I'm in the right account. My mailing address, uh, 238, uh, Frog Hollow Road, w- um, Frankfurt, West Virginia 24938. And you said date of birth? Yes, ma'am. It's 8-26-1982. We have a passport number of 89-15-355-6526. Yes. And we have your email down as daisycarr26@outlook.com. Yes. Yes, ma'am. So today's the last day for the company open enrollment period, yes, you were able to enroll. Do you know which plans you would like to be enrolled into? Uh, I want, um... I'm sorry, it's the... Oh, I have it right here. I'm sorry, I'm just reading it. The InSure Plus. The basic one? I'm not sure which, what the... No, it's the Enhanced. All right. And will this be just for yourself or any dependent? Just for myself. Is there any other plan you'd like to be enrolled into aside from that one? Yeah, um, the, like the dental and vision. Mm-hmm. And I don't know what else. Pretty much everything. Um, and then the, the sh- the short-term disability. Okay. The only ones you're currently not gonna be enrolled into is their term life life insurance, and the medical preventative care plan. Is that correct? What's the, the life insurance? The, let me see. It is \$2.11. It will cover you for a total of \$20,000 up to the age of 64. Oh. And then once you reach 65 it's gonna decrease by 25% and it'll keep doing so every five years. Oh, okay. Yeah. Let me nu-... I'll enroll in that one too. Okay. And then if you want the medical preventative or just those that you currently selected? Okay. Is... That's the preventative, like does it cover preventative on the ones that I'm selecting or...? Ah, no, the one that you selected, the InSure Plus Enhanced only covers what they call hospital indemnity which are those- Oh, okay. ... hospital services of like your doctor visits, emergency room. Oh, I thought it was... Okay. I'm sorry. Sh- what, so how much is the one for the medical? Um, so the medical preventative is \$16.11. Oh, okay. So if you were to- So that's- ... add both the InSure Plus Enhanced that you selected for hospital indemnity and then the preventative for the preventative services, you're looking at \$41.28 with both those two plans. \$41.28. And then if you were to add it to the overall current policy we have built up, with the dental, the vision, short-term disability and life insurance, that would be \$53.13 per paycheck. Hmm. Hey, you know what? I'll, I'll go ahead and add it too. Okay. And then lastly I just need the verbal disclosure that you're authorizing Oxford Global to make the deductions of \$53.13 per paycheck for the s- selected benefits. Yes. All right. So benefits will become active January 6th, 2025. Friday of that week, which will be the 10th, will be when your carriers are going to send out the benefit cards. Okay. Now, for that InSure Plus Enhanced, which is also the same carrier for dental, which is American Public Life, they only do a- Mm-hmm. ... digital e for the

medical cards. So that's gonna be sent to the email that we have on file for you. If you wanted a hard copy to be sent to you, give us a call after the 6th so that we can put in that request. Okay. Um- Um, yeah. That's what I think. Enrollment, was there anything else we can assist you with today? No, that's it. I really appreciate your help. Of course. It was my pleasure. I hope you have a wonderful rest of your day. You too. Thank you. Bye-bye. Okay.

## Conversation Format

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Thank you for calling Benefits 10 o' Clock. My name is Francesca. How can I assist you today?

Speaker speaker\_2: Hey, Francesca. Uh, I'm calling 'cause I wanted to see if I could enroll.

Speaker speaker\_1: Okay. What staffing company do you work with?

Speaker speaker\_2: It's, um, Out- Oxford.

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

Speaker speaker\_2: Uh, 7051.

Speaker speaker\_1: Please verify your mailing address and date of birth to make sure I'm in the right account.

Speaker speaker\_2: My mailing address, uh, 238, uh, Frog Hollow Road, w- um, Frankfurt, West Virginia 24938. And you said date of birth?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_2: It's 8-26-1982.

Speaker speaker\_1: We have a passport number of 89-15-355-6526.

Speaker speaker\_2: Yes.

Speaker speaker\_1: And we have your email down as daisycarr26@outlook.com.

Speaker speaker\_2: Yes.

Speaker speaker\_1: Yes, ma'am. So today's the last day for the company open enrollment period, yes, you were able to enroll. Do you know which plans you would like to be enrolled into?

Speaker speaker\_2: Uh, I want, um... I'm sorry, it's the... Oh, I have it right here. I'm sorry, I'm just reading it. The InSure Plus.

Speaker speaker\_1: The basic one?

Speaker speaker\_2: I'm not sure which, what the... No, it's the Enhanced.

Speaker speaker\_1: All right. And will this be just for yourself or any dependent?

Speaker speaker\_2: Just for myself.

Speaker speaker\_1: Is there any other plan you'd like to be enrolled into aside from that one?

Speaker speaker\_2: Yeah, um, the, like the dental and vision.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_2: And I don't know what else. Pretty much everything. Um, and then the, the sh- the short-term disability.

Speaker speaker\_1: Okay. The only ones you're currently not gonna be enrolled into is their term life life insurance, and the medical preventative care plan. Is that correct?

Speaker speaker\_2: What's the, the life insurance? The, let me see.

Speaker speaker\_1: It is \$2.11. It will cover you for a total of \$20,000 up to the age of 64.

Speaker speaker\_2: Oh.

Speaker speaker\_1: And then once you reach 65 it's gonna decrease by 25% and it'll keep doing so every five years.

Speaker speaker\_2: Oh, okay. Yeah. Let me nu-... I'll enroll in that one too.

Speaker speaker\_1: Okay. And then if you want the medical preventative or just those that you currently selected?

Speaker speaker\_2: Okay. Is... That's the preventative, like does it cover preventative on the ones that I'm selecting or...?

Speaker speaker\_1: Ah, no, the one that you selected, the InSure Plus Enhanced only covers what they call hospital indemnity which are those-

Speaker speaker\_2: Oh, okay.

Speaker speaker\_1: ... hospital services of like your doctor visits, emergency room.

Speaker speaker\_2: Oh, I thought it was... Okay. I'm sorry. Sh- what, so how much is the one for the medical?

Speaker speaker\_1: Um, so the medical preventative is \$16.11.

Speaker speaker\_2: Oh, okay.

Speaker speaker\_1: So if you were to-

Speaker speaker\_2: So that's-

Speaker speaker\_1: ... add both the InSure Plus Enhanced that you selected for hospital indemnity and then the preventative for the preventative services, you're looking at \$41.28 with both those two plans.

Speaker speaker\_2: \$41.28.

Speaker speaker\_1: And then if you were to add it to the overall current policy we have built up, with the dental, the vision, short-term disability and life insurance, that would be \$53.13 per paycheck.

Speaker speaker\_2: Hmm. Hey, you know what? I'll, I'll go ahead and add it too.

Speaker speaker\_1: Okay. And then lastly I just need the verbal disclosure that you're authorizing Oxford Global to make the deductions of \$53.13 per paycheck for the s- selected benefits.

Speaker speaker\_2: Yes.

Speaker speaker\_1: All right. So benefits will become active January 6th, 2025. Friday of that week, which will be the 10th, will be when your carriers are going to send out the benefit cards.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Now, for that InSure Plus Enhanced, which is also the same carrier for dental, which is American Public Life, they only do a-

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: ... digital e for the medical cards. So that's gonna be sent to the email that we have on file for you. If you wanted a hard copy to be sent to you, give us a call after the 6th so that we can put in that request.

Speaker speaker\_2: Okay. Um-

Speaker speaker\_1: Um, yeah.

Speaker speaker\_2: That's what I think.

Speaker speaker\_1: Enrollment, was there anything else we can assist you with today?

Speaker speaker\_2: No, that's it. I really appreciate your help.

Speaker speaker\_1: Of course. It was my pleasure. I hope you have a wonderful rest of your day.

Speaker speaker\_2: You too. Thank you.

Speaker speaker\_1: Bye-bye.

Speaker speaker\_2: Okay.