

## Transcript: Francesca

**Baez-6571110390775808-5579618264236032**

### Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and Your Card. My name is Francesca. How can I assist you today? Hi, Francesca. Um, this is Everett Cruz from Oxford. So, um, upon checking the link for the online enrollment of Benefit and Card, it says, um, it is disabled for your employer. And then I sent a message to, um, Consult Care Benefit, or Consult- Consultant Care, um, Oxford, and then, um, they replied that I should, um, reach out to you and, um, you will be able to, um, advise. And, um, I can still, um, enroll in benefits until December 20th of 2024. So as far as you have until when to enroll, I'll have to take a look into your account to be able to advise you. Now, they told you to call us because the website is down. What are the last four of your Social to locate your account? Uh, my last four digits of Social is 0057. And the last name, please? Um, Everett Cruz. I'm a, um, new employee, so... Yeah. Okay. Which is the last name specifically, ma'am? Um, Cruz. C-R-U-Z. Please verify your mailing address and your date of birth. Um, it's everettzvl@gmail.com, and then January 8th, 1990. Okay. I apologize, ma'am. I asked for your mailing address, not your email. Um, mailing address here in Oxford? So, ma'am, your mailing address is where you get your mail delivered, which will be your final- Oh, okay. ... address. Um, wait. It's 2651 14th Creek Drive, Apartment 126, um, Paducah, Kentucky, 42001. I have the best phone number to reach you, 773-817-0483? Yes. And with that being said you actually have till December 21st to enroll into Benefits as when your personal enrollment period will be ending. Mm-hmm. Do you know which plans you want to be enrolled into? Um, uh, not yet. So, um, I think I'll give you again the benefits and if I can, um, enroll it through online? So once again, ma'am, you can't enroll online. The website is down. That's why they advised- Oh, okay. ... you to call us. Mm-hmm, okay, so- So at this point, the only way that you can really enroll into Benefits is with us over the phone like you did calling on today and speaking with me, or one of my other- Mm-hmm. ... coworkers. Or it would then be filling out a form which, to be quite honest, I believe the form is only available when you're doing orientation at the office onsite. Oh, okay. So the, the website is down until, um, my... Until December 21? So I don't have a way to know when the IT department will be- Mm-hmm. ... able to get that website back up. Okay. I do know for a fact that the reason why they told you to give us a call is due to it being down currently. So we don't know when- Oh. ... it will be back up. Oh, okay. So, um, I think I'll check first the, um, package or the Benefits, Benefits Guide, and then I'll call again for the online enrollment, for the enrollment, actually. Okay. Yeah. Did you need a copy of the Benefit Guide, or do you have access to a copy already? Uh, I already have an, um, ask, a copy, PDF copy. Okay, so I guess I'll call again for me to enroll. Okay. Uh, okay. I'll make a note in the account. We're open 8:00 AM to 8:00 PM Monday through Friday Eastern Time. Mm-hmm. Is there any information or questions you have for the Benefits that I can assist you with? All done so far. Uh, just that we look forward

to hearing with you. I hope you have a wonderful rest of your day. Okay, you too. Thank you, Francesca. No problem. Goodbye. Mm-hmm. 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 and Your Card. My name is Francesca. How can I assist you today?

Speaker speaker\_2: Hi, Francesca. Um, this is Everett Cruz from Oxford. So, um, upon checking the link for the online enrollment of Benefit and Card, it says, um, it is disabled for your employer. And then I sent a message to, um, Consult Care Benefit, or Consult-Consultant Care, um, Oxford, and then, um, they replied that I should, um, reach out to you and, um, you will be able to, um, advise. And, um, I can still, um, enroll in benefits until December 20th of 2024.

Speaker speaker\_1: So as far as you have until when to enroll, I'll have to take a look into your account to be able to advise you. Now, they told you to call us because the website is down. What are the last four of your Social to locate your account?

Speaker speaker\_2: Uh, my last four digits of Social is 0057.

Speaker speaker\_1: And the last name, please?

Speaker speaker\_2: Um, Everett Cruz. I'm a, um, new employee, so... Yeah.

Speaker speaker\_1: Okay. Which is the last name specifically, ma'am?

Speaker speaker\_2: Um, Cruz. C-R-U-Z.

Speaker speaker\_1: Please verify your mailing address and your date of birth.

Speaker speaker\_2: Um, it's everettzvl@gmail.com, and then January 8th, 1990.

Speaker speaker\_1: Okay. I apologize, ma'am. I asked for your mailing address, not your email.

Speaker speaker\_2: Um, mailing address here in Oxford?

Speaker speaker\_1: So, ma'am, your mailing address is where you get your mail delivered, which will be your final-

Speaker speaker\_2: Oh, okay.

Speaker speaker\_1: ... address.

Speaker speaker\_2: Um, wait. It's 2651 14th Creek Drive, Apartment 126, um, Paducah, Kentucky, 42001.

Speaker speaker\_1: I have the best phone number to reach you, 773-817-0483?

Speaker speaker\_2: Yes.

Speaker speaker\_1: And with that being said you actually have till December 21st to enroll into Benefits as when your personal enrollment period will be ending.

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: Do you know which plans you want to be enrolled into?

Speaker speaker\_2: Um, uh, not yet. So, um, I think I'll give you again the benefits and if I can, um, enroll it through online?

Speaker speaker\_1: So once again, ma'am, you can't enroll online. The website is down. That's why they advised-

Speaker speaker\_2: Oh, okay.

Speaker speaker\_1: ... you to call us.

Speaker speaker\_2: Mm-hmm, okay, so-

Speaker speaker\_1: So at this point, the only way that you can really enroll into Benefits is with us over the phone like you did calling on today and speaking with me, or one of my other-

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: ... coworkers. Or it would then be filling out a form which, to be quite honest, I believe the form is only available when you're doing orientation at the office onsite.

Speaker speaker\_2: Oh, okay. So the, the website is down until, um, my... Until December 21?

Speaker speaker\_1: So I don't have a way to know when the IT department will be-

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: ... able to get that website back up.

Speaker speaker\_2: Okay.

Speaker speaker\_1: I do know for a fact that the reason why they told you to give us a call is due to it being down currently. So we don't know when-

Speaker speaker\_2: Oh.

Speaker speaker\_1: ... it will be back up.

Speaker speaker\_2: Oh, okay. So, um, I think I'll check first the, um, package or the Benefits, Benefits Guide, and then I'll call again for the online enrollment, for the enrollment, actually.

Speaker speaker\_1: Okay.

Speaker speaker\_2: Yeah.

Speaker speaker\_1: Did you need a copy of the Benefit Guide, or do you have access to a copy already?

Speaker speaker\_2: Uh, I already have an, um, ask, a copy, PDF copy. Okay, so I guess I'll call again for me to enroll.

Speaker speaker\_1: Okay.

Speaker speaker\_2: Uh, okay.

Speaker speaker\_1: I'll make a note in the account. We're open 8:00 AM to 8:00 PM Monday through Friday Eastern Time.

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: Is there any information or questions you have for the Benefits that I can assist you with?

Speaker speaker\_2: All done so far.

Speaker speaker\_1: Uh, just that we look forward to hearing with you. I hope you have a wonderful rest of your day.

Speaker speaker\_2: Okay, you too. Thank you, Francesca.

Speaker speaker\_1: No problem. Goodbye.

Speaker speaker\_2: Mm-hmm. Bye.