

Transcript: Justin

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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. This is Justin. How can I help you today? Hey, Justin. I had a call back with one of the reps and, um, my phone was on silent, so I'm just calling back to follow up. Um, do you remember by any chance the rep you spoke with? Uh, I don't. No worries. What's the staffing agency you work for? Uh, Oxford. And the last four of your Social? Uh, 8631. And what was your first and last name? Uh, Corey Funk. And for security purposes, can you verify your home address, including city, state and zip code, Corey? Yeah. It's 3585 South 600 West Nibley, Utah 84321. And your date of birth? 12/8/86. And a good telephone number has 435-260-7253? Yep. That's the one. And the email has funk.corey.r@gmail? Yes. Okay. So let's see here. So we were calling to obtain dependent information, so that's probably what's going on. Um, we need your spouse as dependent information. What's your spouse's date of birth? Uh, it's 9/18/81. 09/18/1981. Okay. And confirm her Social for me. Uh, yeah, let me pull it up. I have it. One sec. Uh, it is 529918258. Okay. And were you advised of the pending enrollment process or no? Um, what do you mean? Uh, pending enrollments take one to two weeks. Were you, uh, given that information? Uh, n- no. Uh, no, but that makes sense. Um, so pending enrollments do take the one to two weeks to go through. And then whenever you witness your first payroll deduction of \$56.08 come off your paycheck, coverage usually begins the Monday we receive that deduction from Oxford. Then, uh, seven to 10 business days later, you'll receive new policy and ID card information in the mail. But other than that, Corey, is there anything else I can help you out with today? No. So... Okay. So, um, she... So my wife's being added and then I'll get a card in like two weeks or something? Correct, for employee plus spouse coverage. Yes, sir. Okay. Perfect. That was all that I needed to know. That was very helpful. Thank you. You're welcome. You have a great day, okay? You too. Bye-bye. All right. Good luck.

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 Card. This is Justin. How can I help you today?

Speaker speaker_2: Hey, Justin. I had a call back with one of the reps and, um, my phone was on silent, so I'm just calling back to follow up.

Speaker speaker_1: Um, do you remember by any chance the rep you spoke with?

Speaker speaker_2: Uh, I don't.

Speaker speaker_1: No worries. What's the staffing agency you work for?

Speaker speaker_2: Uh, Oxford.

Speaker speaker_1: And the last four of your Social?

Speaker speaker_2: Uh, 8631.

Speaker speaker_1: And what was your first and last name?

Speaker speaker_2: Uh, Corey Funk.

Speaker speaker_1: And for security purposes, can you verify your home address, including city, state and zip code, Corey?

Speaker speaker_2: Yeah. It's 3585 South 600 West Nibley, Utah 84321.

Speaker speaker_1: And your date of birth?

Speaker speaker_2: 12/8/86.

Speaker speaker_1: And a good telephone number has 435-260-7253?

Speaker speaker_2: Yep. That's the one.

Speaker speaker_1: And the email has funk.corey.r@gmail?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. So let's see here. So we were calling to obtain dependent information, so that's probably what's going on. Um, we need your spouse as dependent information. What's your spouse's date of birth?

Speaker speaker_2: Uh, it's 9/18/81.

Speaker speaker_1: 09/18/1981. Okay. And confirm her Social for me.

Speaker speaker_2: Uh, yeah, let me pull it up. I have it. One sec. Uh, it is 529918258.

Speaker speaker_1: Okay. And were you advised of the pending enrollment process or no?

Speaker speaker_2: Um, what do you mean?

Speaker speaker_1: Uh, pending enrollments take one to two weeks. Were you, uh, given that information?

Speaker speaker_2: Uh, n- no. Uh, no, but that makes sense.

Speaker speaker_1: Um, so pending enrollments do take the one to two weeks to go through. And then whenever you witness your first payroll deduction of \$56.08 come off your paycheck, coverage usually begins the Monday we receive that deduction from Oxford. Then, uh, seven to 10 business days later, you'll receive new policy and ID card information in the mail. But other than that, Corey, is there anything else I can help you out with today?

Speaker speaker_2: No. So... Okay. So, um, she... So my wife's being added and then I'll get a card in like two weeks or something?

Speaker speaker_1: Correct, for employee plus spouse coverage. Yes, sir.

Speaker speaker_2: Okay. Perfect. That was all that I needed to know. That was very helpful. Thank you.

Speaker speaker_1: You're welcome. You have a great day, okay?

Speaker speaker_2: You too. Bye-bye.

Speaker speaker_1: All right.

Speaker speaker_2: Good luck.