

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? Hi. I'm trying to register for the health insurance, but apparently I'm not getting enough logs. I already spoke to one of your, uh, colleagues and they were going to send me a link to do it myself, but the link never came to my email. So I wonder if you can send that link to me and can verify it. I verify it right now, so I don't have to go through this again. Yeah. Um, what's that staffing agency you work for? Uh, Oxford. Oxford Global? Okay. So let's see here. And do you have a good email I can send this to? Yeah. At this moment you can send it to my work email, which is my first name dot my last name dot EXE at Dematic.com. First name Afife. Last name Gayed. So it's A as in Apple, F as in Frank, I as in Infinity, F as in Frank, I as in Infinity, dot, G as in Good, A as in Apple, Y as in Yankee, E as in Elephant, D as in Douglas, .EXE as in External, @Dematic, D-E-M-A-T-I-C, Douglas, Elephant, Mary, Alpha, Tom, Infinity, Cat.com. Again, it's Afife.Gayed.E-X-E@dematic.com. Got it. Okay. Dot com. Okay. So the email that you should be looking out for will be coming from info, that's I-N-F-O, @benefitsinacard.com. However, if you don't see them in your inbox, be sure to check the spam or check the junk folder. Okay? Um, just to avoid the same mistake, I have been trying for the last two weeks, and unfortunately it never works. So I, I'm going to ask you to stay online until I verify that email here. Okay. So let's see here. So I don't see any of your emails here. I, I, I guess it's gonna take some time. Okay. Let's see. So I have A-F-I-I... A-F-I-F-I.your last name G-A-Y-E-D.E, X as in Xylophone, C as in Charlie, D as in David, E as in Echo, M as in Mary, A as in Apple, T as in Tom, I as in Igloo, C as in Charlie.com, correct? I'm sorry I lost it. Uh, you wanna start over? Okay. So the email that you provided me was A-F-I-F-I.G-A-Y-E-D.E as in Echo, X as in xylophone, C as in Charlie, D as in David, E as in Echo. No. No, sorry. So it's A-F-I-F-I.G-A-Y-E-D.E-X-T@dematic.com. S- Okay. So it was kind of difficult to understand what, uh, uh, what was said after your last name, um, so I, I, I didn't- Well, what, what would be... How about this? Maybe your email is easier. What is your email? I send you one. Info@benefitsinacard.com. So I-N-F-O- Hello? ... the name of the company. Info at- Benefits. Benefits. In, I-N-A card. In A Card dot com. Correct. So I have info@benefitsinacard.com. Correct. All right. And what's your name to put in the subject line? Justin. Okay. It's J-U-S-T-I-N in the subject, and I send, just send you the email. Okay. I should find... Put my name in there.Did you get it? Did you get anything? Did you get a benefit today? Um, what was that again? I'm sorry. Um, I sent you the email. Did you get it? Uh- Afifi.guide. Not that I can see. No, sir, not yet. I mean, I can get you enrolled over the phone if that would be easier. Okay, go ahead. Okay, so Oxford Global. What's the last four of your Social? The last one? Last four of your Social, sir. Okay, 9945. And for security purposes, can you verify the home address, including city, state and zip code, Afifi? 19573 4-3 Clinton Township, Michigan

48035. And confirm your date of birth. 06081972. And a good telephone number I have is 586-850-1170? Correct. Okay, so let's see here. Now, were you given a benefit guide through Oxford Global by any chance, or no? Uh, uh, c- can, can you repeat that again? Sorry. I stated, were you given a benefit guide through Oxford Global, or did you have an idea of what you wanted to be enrolled into through them, or no? I- it's... Okay, there is two options there, right? Two or three? Uh, three medical plans. So, they have the MEC TeleRx, which just covers preventative healthcare services. Um, so like physicals, diabetes screenings, vaccinations, stuff like that. Y- yeah, I'm sorry for interrupting you. If you just tell me... I- I- I read the, I read the, um, the details. If you just read them out, because I don't have the document in front of me. If you just read out the options, I know, I will remember which one. Okay, so that's what I was doing. So, you had the MEC TeleRx, which covered preventative healthcare services at \$16.11. Then, you had the two Insure Plus plans, the Basic and the Enhanced, which cover hospitals, doctors and medications ranging from \$18 even to \$25.17 for employee only. Okay, I thought there was a third one. Okay, so the Insure Plus Enhanced- Enhanced, that's the one I- I want. Just say Enhanced. Okay. So just medical. They do offer other things like dental, short-term disability, term life, which is life insurance- Enhanced Dental and Vision, that's it. Okay, so doing those three- Enhanced Dental and Vision. That's it, yes. So, doing those three would make your t- total deductions \$30.96 a week if you authorize Oxford Global to make the deduction for you. That's fine. All right, so let's see here. So, I do want to let you know that this is future coverage, so this coverage won't actually begin until January. However, pending enrollments do take one to two weeks to go through. Then, whenever you witness your first payroll deduction of the \$30.96 come off your paycheck, coverage begins the Monday we receive that deduction from Oxford Global. Seven to 10 business days later, you'll receive all of your policy and ID card information in the mail. But other than that, is there anything else I could help you out with today? Uh, that's all. Thank you for being patient. Thank you. Bye-bye. You're welcome. 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 a Card. This is Justin. How can I help you today?

Speaker speaker_2: Hi. I'm trying to register for the health insurance, but apparently I'm not getting enough logs. I already spoke to one of your, uh, colleagues and they were going to send me a link to do it myself, but the link never came to my email. So I wonder if you can send that link to me and can verify it. I verify it right now, so I don't have to go through this again.

Speaker speaker_1: Yeah. Um, what's that staffing agency you work for?

Speaker speaker_2: Uh, Oxford.

Speaker speaker_1: Oxford Global? Okay. So let's see here. And do you have a good email I can send this to?

Speaker speaker_2: Yeah. At this moment you can send it to my work email, which is my first name dot my last name dot EXE at Dematic.com. First name Afife. Last name Gayed. So it's A as in Apple, F as in Frank, I as in Infinity, F as in Frank, I as in Infinity, dot, G as in Good, A as in Apple, Y as in Yankee, E as in Elephant, D as in Douglas,.EXE as in External, @Dematic, D-E-M-A-T-I-C, Douglas, Elephant, Mary, Alpha, Tom, Infinity, Cat.com. Again, it's Afife.Gayed.E-X-E@dematic.com.

Speaker speaker_1: Got it. Okay. Dot com. Okay. So the email that you should be looking out for will be coming from info, that's I-N-F-O, @benefitsinacard.com. However, if you don't see them in your inbox, be sure to check the spam or check the junk folder. Okay?

Speaker speaker_2: Um, just to avoid the same mistake, I have been trying for the last two weeks, and unfortunately it never works. So I, I'm going to ask you to stay online until I verify that email here.

Speaker speaker_1: Okay. So let's see here.

Speaker speaker_2: So I don't see any of your emails here. I, I, I guess it's gonna take some time.

Speaker speaker_1: Okay. Let's see. So I have A-F-I... A-F-I-F-I.your last name G-A-Y-E-D.E, X as in Xylophone, C as in Charlie, D as in David, E as in Echo, M as in Mary, A as in Apple, T as in Tom, I as in Igloo, C as in Charlie.com, correct?

Speaker speaker_2: I'm sorry I lost it. Uh, you wanna start over?

Speaker speaker_1: Okay. So the email that you provided me was A-F-I-F-I.G-A-Y-E-D.E as in Echo, X as in xylophone, C as in Charlie, D as in David, E as in Echo.

Speaker speaker_2: No. No, sorry. So it's A-F-I-F-I.G-A-Y-E-D.E-X-T@dematic.com.

Speaker speaker_1: S- Okay. So it was kind of difficult to understand what, uh, uh, what was said after your last name, um, so I, I, I didn't-

Speaker speaker_2: Well, what, what would be... How about this? Maybe your email is easier. What is your email? I send you one.

Speaker speaker_1: Info@benefitsinacard.com. So I-N-F-O-

Speaker speaker_2: Hello?

Speaker speaker_1: ... the name of the company.

Speaker speaker_2: Info at-

Speaker speaker_1: Benefits.

Speaker speaker_2: Benefits.

Speaker speaker_1: In, I-N-A card.

Speaker speaker_2: In A Card dot com.

Speaker speaker_1: Correct.

Speaker speaker_2: So I have info@benefitsinacard.com.

Speaker speaker_1: Correct.

Speaker speaker_2: All right. And what's your name to put in the subject line?

Speaker speaker_1: Justin.

Speaker speaker_2: Okay. It's J-U-S-T-I-N in the subject, and I send, just send you the email.

Speaker speaker_1: Okay.

Speaker speaker_2: I should find... Put my name in there. Did you get it? Did you get anything? Did you get a benefit today?

Speaker speaker_1: Um, what was that again? I'm sorry.

Speaker speaker_2: Um, I sent you the email. Did you get it?

Speaker speaker_1: Uh-

Speaker speaker_2: Afifi.guide.

Speaker speaker_1: Not that I can see. No, sir, not yet. I mean, I can get you enrolled over the phone if that would be easier.

Speaker speaker_2: Okay, go ahead.

Speaker speaker_1: Okay, so Oxford Global. What's the last four of your Social?

Speaker speaker_2: The last one?

Speaker speaker_1: Last four of your Social, sir.

Speaker speaker_2: Okay, 9945.

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

Speaker speaker_2: 19573 4-3 Clinton Township, Michigan 48035.

Speaker speaker_1: And confirm your date of birth.

Speaker speaker_2: 06081972.

Speaker speaker_1: And a good telephone number I have is 586-850-1170?

Speaker speaker_2: Correct.

Speaker speaker_1: Okay, so let's see here. Now, were you given a benefit guide through Oxford Global by any chance, or no?

Speaker speaker_2: Uh, uh, c- can, can you repeat that again? Sorry.

Speaker speaker_1: I stated, were you given a benefit guide through Oxford Global, or did you have an idea of what you wanted to be enrolled into through them, or no?

Speaker speaker_2: I- it's... Okay, there is two options there, right? Two or three?

Speaker speaker_1: Uh, three medical plans. So, they have the MEC TeleRx, which just covers preventative healthcare services. Um, so like physicals, diabetes screenings, vaccinations, stuff like that.

Speaker speaker_2: Y- yeah, I'm sorry for interrupting you. If you just tell me... I- I- I read the, I read the, um, the details. If you just read them out, because I don't have the document in front of me. If you just read out the options, I know, I will remember which one.

Speaker speaker_1: Okay, so that's what I was doing. So, you had the MEC TeleRx, which covered preventative healthcare services at \$16.11. Then, you had the two Insure Plus plans, the Basic and the Enhanced, which cover hospitals, doctors and medications ranging from \$18 even to \$25.17 for employee only.

Speaker speaker_2: Okay, I thought there was a third one.

Speaker speaker_1: Okay, so the Insure Plus Enhanced-

Speaker speaker_2: Enhanced, that's the one I- I want. Just say Enhanced.

Speaker speaker_1: Okay. So just medical. They do offer other things like dental, short-term disability, term life, which is life insurance-

Speaker speaker_2: Enhanced Dental and Vision, that's it.

Speaker speaker_1: Okay, so doing those three-

Speaker speaker_2: Enhanced Dental and Vision. That's it, yes.

Speaker speaker_1: So, doing those three would make your t- total deductions \$30.96 a week if you authorize Oxford Global to make the deduction for you.

Speaker speaker_2: That's fine.

Speaker speaker_1: All right, so let's see here. So, I do want to let you know that this is future coverage, so this coverage won't actually begin until January. However, pending enrollments do take one to two weeks to go through. Then, whenever you witness your first payroll deduction of the \$30.96 come off your paycheck, coverage begins the Monday we receive that deduction from Oxford Global. Seven to 10 business days later, you'll receive all of your policy and ID card information in the mail. But other than that, is there anything else I could help you out with today?

Speaker speaker_2: Uh, that's all. Thank you for being patient. Thank you. Bye-bye.

Speaker speaker_1: You're welcome. Bye-bye.