

Transcript: Justin

Mills-4680195789242368-4649723868692480

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 just called and enrolled for the Enhanced Plus plan, but I need to switch it to just the basic one. Just to the basic? Okay. Mm-hmm. Yes, sir. What's the staffing agency you work for? Oxford Global. And the last four of your Social? 9446. And for security purposes, could you verify the home address, including city, state and zip code, Joy? 5117 Applegate Drive, Fort Worth, Texas 76119. And your date of birth? 6/7/77. And a good telephone number have as 682-430-9816. Yes, sir. And the email has joylynn24 at Yahoo? Yes, sir. Okay, so let's see here. So switching down to the basic would make your new total deductions \$23.79 per week. Do you authorize Oxford Global to make that deduction for you? Yes, sir. I do. All right, so I'm going to go ahead and save that. Okay, so pending enrollments do take one to two weeks to go through. Then, whenever you witness that deduction of the \$23.79 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. However, coverage doesn't actually begin until January, okay? Okay. Perfect. Awesome. Is there anything else I could help you out with today, Joy? No, sir. That's it. Awesome. Well, thank you for calling Benefits in a Card, and I hope you have a wonderful day, okay? Thank you. You as well. Thank you. Bye-bye. 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 just called and enrolled for the Enhanced Plus plan, but I need to switch it to just the basic one.

Speaker speaker_1: Just to the basic? Okay.

Speaker speaker_2: Mm-hmm. Yes, sir.

Speaker speaker_1: What's the staffing agency you work for?

Speaker speaker_2: Oxford Global.

Speaker speaker_1: And the last four of your Social?

Speaker speaker_2: 9446.

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

Speaker speaker_2: 5117 Applegate Drive, Fort Worth, Texas 76119.

Speaker speaker_1: And your date of birth?

Speaker speaker_2: 6/7/77.

Speaker speaker_1: And a good telephone number have as 682-430-9816.

Speaker speaker_2: Yes, sir.

Speaker speaker_1: And the email has joylynn24 at Yahoo?

Speaker speaker_2: Yes, sir.

Speaker speaker_1: Okay, so let's see here. So switching down to the basic would make your new total deductions \$23.79 per week. Do you authorize Oxford Global to make that deduction for you?

Speaker speaker_2: Yes, sir. I do.

Speaker speaker_1: All right, so I'm going to go ahead and save that. Okay, so pending enrollments do take one to two weeks to go through. Then, whenever you witness that deduction of the \$23.79 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. However, coverage doesn't actually begin until January, okay?

Speaker speaker_2: Okay. Perfect.

Speaker speaker_1: Awesome. Is there anything else I could help you out with today, Joy?

Speaker speaker_2: No, sir. That's it.

Speaker speaker_1: Awesome. Well, thank you for calling Benefits in a Card, and I hope you have a wonderful day, okay?

Speaker speaker_2: Thank you. You as well.

Speaker speaker_1: Thank you. Bye-bye.

Speaker speaker_2: Bye-bye.