

## Transcript: Justin

**Mills-4825993483436032-5378192261300224**

### Full Transcript

Thank you for calling Benefits in a Card. This is Justin. How can I help you today? Uh, yeah. Hey, Justin. Uh, my name is Barry Gelphin. I had called back on Jo- uh, so I work for Oxford, and, uh, I had, I had called back on January 3rd and signed up for, uh, the, uh, the Vision for my wife, Vision benefit for my wife and myself. Mm-hmm. And we were supposed to get the cards within, like, a few weeks, but it's been more like, uh, five or six or something. Five weeks, maybe. Yeah. So I'm thinking something's not right. Well, let me check on that for you. So Oxford Global, what's the last four of your social? 6441. And for security purposes, could you verify your home address, including city, state and zip code, Barry? Yeah. It's, uh, do you have it in front of you? And I'll read it quickly. Do you have it in- Yes, sir. I have it. ... front of you? Okay. Yeah. Yes, sir. 5986 Bond Street- It's 59... yeah. 5986 Bond Street, Cumming, Georgia 30040. And confirm your date of birth? 04/16/61. And it goes all the phone number I have is 678-596-8681? That's right. That's right. And the email I have is barry.gelphin.Gmail? That's right. That's right. Okay, so let's see here. Yeah. I just didn't want to have to re- say it slow and spell everything out if you had it. Torture you with it. Totally. Totally understand. With it. Um, so looking at the calendar, you did become active in the Vision for employee plus spouse as of January 20th, so you should, uh, be receiving the physical ID cards within the next day or two. But I can possibly resend that request to make sure they do get sent out to you, and then I can email them to you just so you have them. Yeah, if you could, 'cause my wife's kind of getting on me. 'Cause I di- Totally. I thought she, she had told me something that it was only, like, next pay period, and then another week or two. So it feels like it's running later than that for some reason. I, I don't know. Yes, sir. So when you called back on the 3rd of January to enroll, um, you were advised of a pending enrollment process, which takes one to two weeks to go through. So that's why you- Yeah. ... became active as of January 20th 'cause of one to two weeks. Yeah. Okay. Yeah. Um, let me place you in a brief hold. Yeah. If you could e- just email 'em to me. Yeah. I mean, you know, we're in the system, like you say, so if you, if you could just email 'em to me, I think that would be helpful. Yeah. Yeah. Do you mind if I place you in a brief hold while I do that? Yeah. No. Of course. Not at all. Sure. Hey, Cheryl. We're, we're in the system. He's gonna email me the cards. In fact, we were active January 20th. That might ... help. Right? I'm glad you reminded me or I'd have forgotten about it. Mind if I imply something? Hey, Cheryl. Hello, Barry. You still there? Yeah. Yes, sir. Awesome. Thank you so much for holding. So I went ahead and emailed you your Vision ID card to the email we had on file. 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 it in your inbox, be sure to check your spam or check your junk folder. Okay? Yeah. That sounds good. Okay. Excellent. Well, I appreciate your help. You're welcome. Is there anything else I can assist you with today? Uh, yeah, no. That, that'll do it. That's the only benefit we have. Awesome. Well,

you have a wonderful day. Okay? Yeah. You too. Appreciate you. Thank you. Thank you. Bye-bye.

## Conversation Format

Speaker speaker\_0: Thank you for calling Benefits in a Card. This is Justin. How can I help you today?

Speaker speaker\_1: Uh, yeah. Hey, Justin. Uh, my name is Barry Gelphin. I had called back on Jo- uh, so I work for Oxford, and, uh, I had, I had called back on January 3rd and signed up for, uh, the, uh, the Vision for my wife, Vision benefit for my wife and myself.

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: And we were supposed to get the cards within, like, a few weeks, but it's been more like, uh, five or six or something. Five weeks, maybe.

Speaker speaker\_0: Yeah.

Speaker speaker\_1: So I'm thinking something's not right.

Speaker speaker\_0: Well, let me check on that for you. So Oxford Global, what's the last four of your social?

Speaker speaker\_1: 6441.

Speaker speaker\_0: And for security purposes, could you verify your home address, including city, state and zip code, Barry?

Speaker speaker\_1: Yeah. It's, uh, do you have it in front of you? And I'll read it quickly. Do you have it in-

Speaker speaker\_0: Yes, sir. I have it.

Speaker speaker\_1: ... front of you? Okay. Yeah.

Speaker speaker\_0: Yes, sir. 5986 Bond Street-

Speaker speaker\_1: It's 59... yeah. 5986 Bond Street, Cumming, Georgia 30040.

Speaker speaker\_0: And confirm your date of birth?

Speaker speaker\_1: 04/16/61.

Speaker speaker\_0: And it goes all the phone number I have is 678-596-8681?

Speaker speaker\_1: That's right. That's right.

Speaker speaker\_0: And the email I have is barry.gelphin.Gmail?

Speaker speaker\_1: That's right. That's right.

Speaker speaker\_0: Okay, so let's see here.

Speaker speaker\_1: Yeah. I just didn't want to have to re- say it slow and spell everything out if you had it. Torture you with it.

Speaker speaker\_0: Totally. Totally understand.

Speaker speaker\_1: With it.

Speaker speaker\_0: Um, so looking at the calendar, you did become active in the Vision for employee plus spouse as of January 20th, so you should, uh, be receiving the physical ID cards within the next day or two. But I can possibly resend that request to make sure they do get sent out to you, and then I can email them to you just so you have them.

Speaker speaker\_1: Yeah, if you could, 'cause my wife's kind of getting on me. 'Cause I di-

Speaker speaker\_0: Totally.

Speaker speaker\_1: I thought she, she had told me something that it was only, like, next pay period, and then another week or two. So it feels like it's running later than that for some reason. I, I don't know.

Speaker speaker\_0: Yes, sir. So when you called back on the 3rd of January to enroll, um, you were advised of a pending enrollment process, which takes one to two weeks to go through. So that's why you-

Speaker speaker\_1: Yeah.

Speaker speaker\_0: ... became active as of January 20th 'cause of one to two weeks.

Speaker speaker\_1: Yeah.

Speaker speaker\_0: Okay.

Speaker speaker\_1: Yeah.

Speaker speaker\_0: Um, let me place you in a brief hold.

Speaker speaker\_1: Yeah. If you could e- just email 'em to me. Yeah. I mean, you know, we're in the system, like you say, so if you, if you could just email 'em to me, I think that would be helpful. Yeah.

Speaker speaker\_0: Yeah. Do you mind if I place you in a brief hold while I do that?

Speaker speaker\_1: Yeah. No. Of course. Not at all.

Speaker speaker\_0: Sure.

Speaker speaker\_1: Hey, Cheryl. We're, we're in the system. He's gonna email me the cards. In fact, we were active January 20th. That might

Speaker speaker\_3: ... help. Right?

Speaker speaker\_1: I'm glad you reminded me or I'd have forgotten about it. Mind if I imply something? Hey, Cheryl.

Speaker speaker\_0: Hello, Barry. You still there?

Speaker speaker\_1: Yeah. Yes, sir.

Speaker speaker\_0: Awesome. Thank you so much for holding. So I went ahead and emailed you your Vision ID card to the email we had on file. 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 it in your inbox, be sure to check your spam or check your junk folder. Okay?

Speaker speaker\_1: Yeah. That sounds good.

Speaker speaker\_0: Okay.

Speaker speaker\_1: Excellent. Well, I appreciate your help.

Speaker speaker\_0: You're welcome. Is there anything else I can assist you with today?

Speaker speaker\_1: Uh, yeah, no. That, that'll do it. That's the only benefit we have.

Speaker speaker\_0: Awesome. Well, you have a wonderful day. Okay?

Speaker speaker\_1: Yeah. You too. Appreciate you. Thank you.

Speaker speaker\_0: Thank you. Bye-bye.