

Transcript: Justin

Mills-5494606984593408-5196339994378240

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefit Center Card. This is Justin. How can I help you today? Hello, Justin. This is Wilner. I'm just calling with regard to open enrollment. Okay. What's the staffing agency you work for? Yes. Um, Oxford. And the last four of your Social? 7946. And what was your first and last name? First name is Wilner, W-I-L-N-E-R. And last name is Andre, A-N-D-R-E. And for security purposes, can you verify the home address, including city, state and zip code, Wilner? Yeah. It is, uh, 7 Granby Lane, Willingboro, New Jersey 08046. It looks like I have a different address on file. Oh, yes. So they seem like they have not updated it. Like, I provided them with a, with a new address. It seems like they have not updated it. Can you verify the old address that you gave them? Oh, it was, uh, 59, 59A Villa Just On The Round Apartment. All right. Well, no. 59A Villa Just On The Round, Maple Street in Jersey 08052. Okay. And what's the new address, so I can go ahead and update it in our system? Yes. It is, uh, 7, uh, Granby, G-R-A-N-B-Y Lane, uh, Willingboro, New Jersey 08046. 46. Okay. And confirm your date of birth. It's May 15th, 1976. And a good telephone number. It has a 609-424-8940. That's correct. Yes. And the email about wilner.andre12 at gmail? Yes. Okay. Um, now were you given a benefit guide through Oxford Global, by any chance, or no? Yes. I was actually. I'm interested in the, in the Insured... They have, they have three options. Give me one moment, please. Just a second. So here, I saw that they have three options and, uh... Which are the, you know, the Stay Healthy, the Insured Plus and the, the Insured Plus Enhanced? Correct. The... Oh, yeah. So I'm interested in the Plus... Insured Plus Enhanced with, uh, with Childrens and Children. Okay. So the Insure Plus Enhanced for Employee plus Children? Yes. Okay. Anything else? Oh, nothing else. I mean, uh, you have... Oh, yeah. I'm sorry. Yeah. So the dental would be... Okay. Dental employee. Yeah. I would, I would get dental as well. Okay. For age and children. And then you see the vision, and there's also the vision. Yeah. Okay. So the Insure Plus Enhanced Dental and Vision for Employee plus Children. Anything else? Uh-uh. Nothing else. Okay. So doing those three would make your total deductions \$51.36 a week. Do you authorize Oxford Global to make that deduction for you? Yeah, sure. Okay. So I'm going to go ahead and save that, and then add your dependents down real quick. And what's the first child's name? The first one is Dewill G. Andre. Andre. Okay. Same last name? Yes. Okay. And do you have a Social by any chance? Yes, I do. It's a 144-23-6565. Okay. And his date of birth? It would be, uh, uh, June 7th, 2010. 10, okay. Yeah. And the next child? Would be Wasim Andre. It's W-A-S-I-M. Okay. And their Social? 708-96-4764. 64. And the date of birth? It would be July 14th, 2012. 2012. Okay. And is there another child? No. That's, that's, that's it. Let's see here. Um, confirm the spelling of the first name for me for the first child. It's Dewill. It's De- uh, I'm sorry. D-E-W-I-L-L. D-E, okay. And middle initial, middle initial is G. Okay. Okay. So I do want to let you know that 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 \$51.36 come off your paycheck, coverage begins the Monday we receive that deduction from Oxford Global. Seven to 10 business days later, you'll receive your policy and ID card information at the mailing address we updated. Um, but other than that, is there anything else I can help you out with today, Wilner? Uh, nothing else. Everything is good. Thank you. You're welcome. You have a great day, okay? You too. Thanks. Bye-bye. All right. 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 Benefit Center Card. This is Justin. How can I help you today?

Speaker speaker_2: Hello, Justin. This is Wilner. I'm just calling with regard to open enrollment.

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

Speaker speaker_2: Yes. Um, Oxford.

Speaker speaker_1: And the last four of your Social?

Speaker speaker_2: 7946.

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

Speaker speaker_2: First name is Wilner, W-I-L-N-E-R. And last name is Andre, A-N-D-R-E.

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

Speaker speaker_2: Yeah. It is, uh, 7 Granby Lane, Willingboro, New Jersey 08046.

Speaker speaker_1: It looks like I have a different address on file.

Speaker speaker_2: Oh, yes. So they seem like they have not updated it. Like, I provided them with a, with a new address. It seems like they have not updated it.

Speaker speaker_1: Can you verify the old address that you gave them?

Speaker speaker_2: Oh, it was, uh, 59, 59A Villa Just On The Round Apartment. All right. Well, no. 59A Villa Just On The Round, Maple Street in Jersey 08052.

Speaker speaker_1: Okay. And what's the new address, so I can go ahead and update it in our system?

Speaker speaker_2: Yes. It is, uh, 7, uh, Granby, G-R-A-N-B-Y Lane, uh, Willingboro, New Jersey 08046.

Speaker speaker_1: 46. Okay. And confirm your date of birth.

Speaker speaker_2: It's May 15th, 1976.

Speaker speaker_1: And a good telephone number. It has a 609-424-8940.

Speaker speaker_2: That's correct. Yes.

Speaker speaker_1: And the email about wilner.andre12 at gmail?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. Um, now were you given a benefit guide through Oxford Global, by any chance, or no?

Speaker speaker_2: Yes. I was actually. I'm interested in the, in the Insured... They have, they have three options. Give me one moment, please. Just a second. So here, I saw that they have three options and, uh... Which are the, you know, the Stay Healthy, the Insured Plus and the, the Insured Plus Enhanced?

Speaker speaker_1: Correct.

Speaker speaker_2: The... Oh, yeah. So I'm interested in the Plus... Insured Plus Enhanced with, uh, with Childrens and Children.

Speaker speaker_1: Okay. So the Insure Plus Enhanced for Employee plus Children?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. Anything else?

Speaker speaker_2: Oh, nothing else. I mean, uh, you have... Oh, yeah. I'm sorry. Yeah. So the dental would be... Okay. Dental employee. Yeah. I would, I would get dental as well.

Speaker speaker_1: Okay.

Speaker speaker_2: For age and children. And then you see the vision, and there's also the vision. Yeah.

Speaker speaker_1: Okay. So the Insure Plus Enhanced Dental and Vision for Employee plus Children. Anything else?

Speaker speaker_2: Uh-uh. Nothing else.

Speaker speaker_1: Okay. So doing those three would make your total deductions \$51.36 a week. Do you authorize Oxford Global to make that deduction for you?

Speaker speaker_2: Yeah, sure.

Speaker speaker_1: Okay. So I'm going to go ahead and save that, and then add your dependents down real quick. And what's the first child's name?

Speaker speaker_2: The first one is Dewill G. Andre.

Speaker speaker_1: Andre. Okay. Same last name?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. And do you have a Social by any chance?

Speaker speaker_2: Yes, I do. It's a 144-23-6565.

Speaker speaker_1: Okay. And his date of birth?

Speaker speaker_2: It would be, uh, uh, June 7th, 2010.

Speaker speaker_1: 10, okay.

Speaker speaker_2: Yeah.

Speaker speaker_1: And the next child?

Speaker speaker_2: Would be Wasim Andre. It's W-A-S-I-M.

Speaker speaker_1: Okay. And their Social?

Speaker speaker_2: 708-96-4764.

Speaker speaker_1: 64. And the date of birth?

Speaker speaker_2: It would be July 14th, 2012.

Speaker speaker_1: 2012. Okay. And is there another child?

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

Speaker speaker_1: Let's see here. Um, confirm the spelling of the first name for me for the first child.

Speaker speaker_2: It's Dewill. It's De- uh, I'm sorry. D-E-W-I-L-L.

Speaker speaker_1: D-E, okay.

Speaker speaker_2: And middle initial, middle initial is G.

Speaker speaker_1: Okay. Okay. So I do want to let you know that 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 \$51.36 come off your paycheck, coverage begins the Monday we receive that deduction from Oxford Global. Seven to 10 business days later, you'll receive your policy and ID card information at the mailing address we updated. Um, but other than that, is there anything else I can help you out with today, Wilner?

Speaker speaker_2: Uh, nothing else. Everything is good. Thank you.

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

Speaker speaker_2: You too. Thanks. Bye-bye.

Speaker speaker_1: All right. Bye-bye.