

Transcript: Justin

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Full Transcript

Thank you for calling Benefits Center Card. This is Justin. How can I help you today? Uh, yeah, uh, so I had a message, uh, that I needed to enroll. Um, and, uh, I guess this is going back a couple weeks ago. I had a message online that said I couldn't, and then, uh, I just went in there. Uh, and it still says, "Enrollment not allowed." So... Okay. Let me check on that for you. I wanna see what's up with that. What is your FNA number for? Uh, Oxford. And the last four of your social? 9689. And what was your first and last name? Jared Bond. Okay. And for security purposes, can you verify your home address, including city, state and zip code, Mr. Bond? 7839 Bond Drive, Patriot, Indiana, 47038. Uh, forget what else you wanted. Uh, your date of birth? 2/21/67. And a good telephone number I have is 727-0693? Yep. And the email I have is jared.bond812@gmail? Yep. Okay, so let's see here. So checking that history, I do see there was a... an eligibility review done on you back on February 17th. And then back on the 18th there was an OBC to advise you that you were eligible. Um, so I can go ahead and get this process started for you over the phone if need be. Um, but regarding the online portal, I can reach out to my IT department and see what is going on with that. But as of right now, I can get you enrolled over the phone if- Okay. ... if need be. Okay. Okay. Um, now were you given a benefit guide to Oxford Global by any chance or no? Yes, I was. Okay. Did you have any questions regarding it, or did you have an idea of what you wanted to en- enroll into? No. Uh, it looked like the e- it's the enhanced thing just for me. Okay, so the Ensure Plus Enhance? Yeah. Okay. Anything else? Uh, wait. You guys have... Are you doing s- do I do the dental and vision and all that through you too? Oh, yes, sir. Um, so they do offer dental and vision as additional benefit options. I was just asking if you wanted anything else added to it. So dental and vision as well? Oh, yeah. Add everything. Yeah. Okay. Yeah. Um, so we have the Ensure Plus Enhance, dental and vision, all for employee only. Anything else? That's it. Okay, so doing those three for employee only would make your total deductions \$30.96 per week. Do you authorize Oxford Global to make that deduction for you? Yes. Okay. So let me go ahead and save that. So I do wanna let you know that this pending enrollment will 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- Okay. ... all of this policy and ID card information in the mail. Yeah. Other than that, Jared, is there anything else I can assist you with today? That's it. Awesome. Well, thank you for calling Benefits Center Card. Have a wonderful day. Okay? All right. Thanks. All right, bye. It is disposable security. Ugh. It is supposed to secure it. Ugh. Oh, what's up, dude? How's it going? Pretty good. Can't complain. Hold on. Let me push out the meeting.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits Center Card. This is Justin. How can I help you today?

Speaker speaker_1: Uh, yeah, uh, so I had a message, uh, that I needed to enroll. Um, and, uh, I guess this is going back a couple weeks ago. I had a message online that said I couldn't, and then, uh, I just went in there. Uh, and it still says, "Enrollment not allowed." So...

Speaker speaker_0: Okay. Let me check on that for you.

Speaker speaker_1: I wanna see what's up with that.

Speaker speaker_0: What is your FNA number for?

Speaker speaker_1: Uh, Oxford.

Speaker speaker_0: And the last four of your social?

Speaker speaker_1: 9689.

Speaker speaker_0: And what was your first and last name?

Speaker speaker_1: Jared Bond.

Speaker speaker_0: Okay. And for security purposes, can you verify your home address, including city, state and zip code, Mr. Bond?

Speaker speaker_1: 7839 Bond Drive, Patriot, Indiana, 47038. Uh, forget what else you wanted.

Speaker speaker_0: Uh, your date of birth?

Speaker speaker_1: 2/21/67.

Speaker speaker_0: And a good telephone number I have is 727-0693?

Speaker speaker_1: Yep.

Speaker speaker_0: And the email I have is jared.bond812@gmail?

Speaker speaker_1: Yep.

Speaker speaker_0: Okay, so let's see here. So checking that history, I do see there was a... an eligibility review done on you back on February 17th. And then back on the 18th there was an OBC to advise you that you were eligible. Um, so I can go ahead and get this process started for you over the phone if need be. Um, but regarding the online portal, I can reach out to my IT department and see what is going on with that. But as of right now, I can get you enrolled over the phone if-

Speaker speaker_1: Okay.

Speaker speaker_0: ... if need be.

Speaker speaker_1: Okay.

Speaker speaker_0: Okay. Um, now were you given a benefit guide to Oxford Global by any chance or no?

Speaker speaker_1: Yes, I was.

Speaker speaker_0: Okay. Did you have any questions regarding it, or did you have an idea of what you wanted to en- enroll into?

Speaker speaker_1: No. Uh, it looked like the e- it's the enhanced thing just for me.

Speaker speaker_0: Okay, so the Ensure Plus Enhance?

Speaker speaker_1: Yeah.

Speaker speaker_0: Okay. Anything else?

Speaker speaker_1: Uh, wait. You guys have... Are you doing s- do I do the dental and vision and all that through you too?

Speaker speaker_0: Oh, yes, sir. Um, so they do offer dental and vision as additional benefit options. I was just asking if you wanted anything else added to it. So dental and vision as well?

Speaker speaker_1: Oh, yeah. Add everything. Yeah.

Speaker speaker_0: Okay.

Speaker speaker_1: Yeah.

Speaker speaker_0: Um, so we have the Ensure Plus Enhance, dental and vision, all for employee only. Anything else?

Speaker speaker_1: That's it.

Speaker speaker_0: Okay, so doing those three for employee only would make your total deductions \$30.96 per week. Do you authorize Oxford Global to make that deduction for you?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. So let me go ahead and save that. So I do wanna let you know that this pending enrollment will 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-

Speaker speaker_1: Okay.

Speaker speaker_0: ... all of this policy and ID card information in the mail.

Speaker speaker_1: Yeah.

Speaker speaker_0: Other than that, Jared, is there anything else I can assist you with today?

Speaker speaker_1: That's it.

Speaker speaker_0: Awesome. Well, thank you for calling Benefits Center Card. Have a wonderful day. Okay?

Speaker speaker_1: All right. Thanks.

Speaker speaker_0: All right, bye.

Speaker speaker_2: It is disposable security.

Speaker speaker_1: Ugh.

Speaker speaker_2: It is supposed to secure it.

Speaker speaker_1: Ugh.

Speaker speaker_3: Oh, what's up, dude? How's it going? Pretty good. Can't complain. Hold on. Let me push out the meeting.