

## **Transcript: Justin**

**Mills-5994577961467904-4727634549850112**

### **Full Transcript**

Thank you for calling Benefits in a Card. This is Justin. How can I help you today? Hi, Justin. Um, my name's Christina Woodling and I got an email saying additional information was needed for, um, me and my spouse r- regarding- Yeah. ... enrolling in benefits, yeah. Yeah, the email was, uh, just a courtesy reminder from us 'cause you submitted an enrollment form without your dependent information, so we were just calling to obtain that to process the enrollment. However, what's the staffing agency you work for? Oxford. And the last four of your social? 9183. 9183. You say Christina Woodling? Yeah. Okay. So yeah, I actually only need vision for myself. I don't need anything else. Okay. Um, for security purposes, could you verify your home address, including city, state and zip code? Yes. 4115 Lewisberry Road, York, PA 17404. And your date of birth? January 30th, 1973. And a good telephone number you have is 717-424-0884? Yes. And the email I have is woodling.christina@gmail? Yeah. Okay. So just to confirm, you just wanted vision for employee only, that's it? Mm-hmm. Yes, please. Okay. And there's that. I'm not sure what all that includes, but... Um, so vision, uh, your copay for an eye exam would be \$10, copay for lenses and frames, \$25. They do offer a frames allowance for \$130, but, uh- Okay. ... vision's \$2.15 per week. Yeah, that sounds good. Okay. Do you authorize, uh, Oxford to make that deduction for you? Yes, please. Okay. So I do want to 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 \$2.15 come off your paycheck, coverage begins the Monday we receive that deduction from Oxford Global. Okay. Seven to 10 business days later, you'll receive your policy and ID card information in the mail. Other than that, Christina, is there anything else I can help you out with today? Um, no. Thank you. Awesome. Well, you have a wonderful day, okay? All right. Thanks. All right. Bye-bye. 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: Hi, Justin. Um, my name's Christina Woodling and I got an email saying additional information was needed for, um, me and my spouse r- regarding-

Speaker speaker\_0: Yeah.

Speaker speaker\_1: ... enrolling in benefits, yeah.

Speaker speaker\_0: Yeah, the email was, uh, just a courtesy reminder from us 'cause you submitted an enrollment form without your dependent information, so we were just calling to obtain that to process the enrollment. However, what's the staffing agency you work for?

Speaker speaker\_1: Oxford.

Speaker speaker\_0: And the last four of your social?

Speaker speaker\_1: 9183.

Speaker speaker\_0: 9183. You say Christina Woodling?

Speaker speaker\_1: Yeah.

Speaker speaker\_0: Okay.

Speaker speaker\_1: So yeah, I actually only need vision for myself. I don't need anything else.

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

Speaker speaker\_1: Yes. 4115 Lewisberry Road, York, PA 17404.

Speaker speaker\_0: And your date of birth?

Speaker speaker\_1: January 30th, 1973.

Speaker speaker\_0: And a good telephone number you have is 717-424-0884?

Speaker speaker\_1: Yes.

Speaker speaker\_0: And the email I have is woodling.christina@gmail?

Speaker speaker\_1: Yeah.

Speaker speaker\_0: Okay. So just to confirm, you just wanted vision for employee only, that's it?

Speaker speaker\_1: Mm-hmm. Yes, please.

Speaker speaker\_0: Okay. And there's that.

Speaker speaker\_1: I'm not sure what all that includes, but...

Speaker speaker\_0: Um, so vision, uh, your copay for an eye exam would be \$10, copay for lenses and frames, \$25. They do offer a frames allowance for \$130, but, uh-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... vision's \$2.15 per week.

Speaker speaker\_1: Yeah, that sounds good.

Speaker speaker\_0: Okay. Do you authorize, uh, Oxford to make that deduction for you?

Speaker speaker\_1: Yes, please.

Speaker speaker\_0: Okay. So I do want to 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 \$2.15 come off your paycheck, coverage begins the Monday we receive that deduction from Oxford Global.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Seven to 10 business days later, you'll receive your policy and ID card information in the mail. Other than that, Christina, is there anything else I can help you out with today?

Speaker speaker\_1: Um, no. Thank you.

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

Speaker speaker\_1: All right. Thanks.

Speaker speaker\_0: All right. Bye-bye.

Speaker speaker\_1: Bye-bye.