

Transcript: Malcolm

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Full Transcript

Thanks for calling Benefits in the Car. This is Malcolm. How can I help you? Hey, Malcolm. My name is Linda Zayas. I was trying to add my domestic partner to my benefits and it said to call this number. Which staffing company do you work for? Um, Oxford. So do you have a affidavit? I'm sorry? Your affidavit- Say that again. An affidavit? We live, we live in the same house, so I need an affidavit? And it says for... You said Oxford, correct? Oxford? Yes. Yeah, so Oxford requires... If you're gonna do domestic partnership, it requires an affidavit. Okay. So do I just look that up online and print one out and get it notarized, or how do I do that? Mm-hmm. You want something for a brief hold? Not a problem. Thank you. Are you there, ma'am? Yeah. So affidavit. So you have to get that from someone locally. There's a written, that's a written statement in which the signer and, uh, and your partner verify that you, you guys are actually living together. And it has to be... I think it has to be signed by a notary. Okay. So that's something you would have to do- So there, there's a- ... where you have to find out for sure. ... it's a generic, it's a generic affidavit form. It's not anything I have to get that has Oxford's information on it? I wouldn't... That would be a question you would have to ask Oxford. Unfortunately, I wouldn't be able to answer that question because we're doing... All we do is get you guys enrolled or unenrolled from the coverage. That's something that- Okay. ... we're pretty much experienced. So once I get it, how do I upload it to you guys? You... I think... I believe we would send you... I'm, I'm, actually, I'm not sure, ma'am. That's something you, I feel like that's something you have to ask Oxford as well. Okay. So, so if I, if you had asked me if I have the affidavits and I said yes, what would you do then? So I do that to get- You would get- ... your services? You would get, you'll be able to get enrolled 'cause Oxford will probably have that on file. Okay. Okay. So I will get that taken care of this weekend and get back with you next week. All right. Just so you know, we are, we are open until 8:00 PM Eastern Time, Monday through Friday. Okay. Okay. Thank you so much. No problem. You have a great day. You too. Bye-bye. Thank you. Bye.

Conversation Format

Speaker speaker_0: Thanks for calling Benefits in the Car. This is Malcolm. How can I help you?

Speaker speaker_1: Hey, Malcolm. My name is Linda Zayas. I was trying to add my domestic partner to my benefits and it said to call this number.

Speaker speaker_0: Which staffing company do you work for?

Speaker speaker_1: Um, Oxford.

Speaker speaker_0: So do you have a affidavit?

Speaker speaker_1: I'm sorry?

Speaker speaker_0: Your affidavit-

Speaker speaker_1: Say that again.

Speaker speaker_0: An affidavit?

Speaker speaker_1: We live, we live in the same house, so I need an affidavit?

Speaker speaker_0: And it says for... You said Oxford, correct? Oxford?

Speaker speaker_1: Yes.

Speaker speaker_0: Yeah, so Oxford requires... If you're gonna do domestic partnership, it requires an affidavit.

Speaker speaker_1: Okay. So do I just look that up online and print one out and get it notarized, or how do I do that?

Speaker speaker_0: Mm-hmm. You want something for a brief hold?

Speaker speaker_1: Not a problem.

Speaker speaker_0: Thank you. Are you there, ma'am?

Speaker speaker_1: Yeah.

Speaker speaker_0: So affidavit. So you have to get that from someone locally. There's a written, that's a written statement in which the signer and, uh, and your partner verify that you, you guys are actually living together. And it has to be... I think it has to be signed by a notary.

Speaker speaker_1: Okay.

Speaker speaker_0: So that's something you would have to do-

Speaker speaker_1: So there, there's a-

Speaker speaker_0: ... where you have to find out for sure.

Speaker speaker_1: ... it's a generic, it's a generic affidavit form. It's not anything I have to get that has Oxford's information on it?

Speaker speaker_0: I wouldn't... That would be a question you would have to ask Oxford. Unfortunately, I wouldn't be able to answer that question because we're doing... All we do is get you guys enrolled or unenrolled from the coverage. That's something that-

Speaker speaker_1: Okay.

Speaker speaker_0: ... we're pretty much experienced.

Speaker speaker_1: So once I get it, how do I upload it to you guys?

Speaker speaker_0: You... I think... I believe we would send you... I'm, I'm, actually, I'm not sure, ma'am. That's something you, I feel like that's something you have to ask Oxford as well.

Speaker speaker_1: Okay. So, so if I, if you had asked me if I have the affidavits and I said yes, what would you do then? So I do that to get-

Speaker speaker_0: You would get-

Speaker speaker_1: ... your services?

Speaker speaker_0: You would get, you'll be able to get enrolled 'cause Oxford will probably have that on file.

Speaker speaker_1: Okay. Okay. So I will get that taken care of this weekend and get back with you next week.

Speaker speaker_0: All right. Just so you know, we are, we are open until 8:00 PM Eastern Time, Monday through Friday.

Speaker speaker_1: Okay. Okay. Thank you so much.

Speaker speaker_0: No problem. You have a great day.

Speaker speaker_1: You too. Bye-bye.

Speaker speaker_0: Thank you. Bye.