Transcript: Malcolm Nash-4806565736660992-4803268443291648

Full Transcript

Thanks for calling Benefits in the Card. This is Malcolm. How can I help you? Hi. Yes, this is Valerie McAdory. And, um, I was calling to enroll in, um, term, life, and short-term disability. Which insurance company do you work for? Um, Oxford. What's the last four of your social? 8622. First name? Valerie. Last name? McAdory. For security purposes, can you verify your address and date of birth for me? Um, 5021 Pendleton Drive, Madison, Wisconsin, 53718. Uh, apartment two oh, um, 204. Um, and what, what, what else you need? Date of birth? Uh, 01/25/1969. You, you said you wanted to get enrolled into the short-term disability and life insurance, correct? Correct. And were those the only two plans? Yes. I already have, uh- Could you- ... dental visit. I already have the other one. So I do need a beneficiary for your life insurance policy. And I'll just need your first name, last name, and their relationship to you. Um, K-I-A-R-A is the first name, D-E-A-N is the last name, and that's my daughter. You said, you said K-A-Y? K-A-I-R-A, Kiara. And last name? Dean, D-E-A-N. You said that's your daughter? No, K-I-A-R-A. Maybe I spelled it wrong. K-I-A-R-A. You say K-I-A-R-A? A... Yes. And you said that's your daughter? Yes. All right. All right, I've got that in the system. Please be advised the enrollment process does take one to two weeks. It is possible... Once you see that first deduction from your paycheck and we see it in our system, that follow on Mondays when your coverage will become active. And your ID cards will be sent one to two weeks for an activation day. You actually won't receive ID cards for the coverages you got enrolled into, so you can just look for the deductions that come out of your paycheck. So how much is the deduction every, um, check? It'll be $6.06. Okay. That's for the short term, uh, as well? Uh, yes, ma'am. And, uh, life? Yes, ma'am. Okay. And, um, for the 401, do I do that through you all as well? No, ma'am. You would reach out to Oxford for that. Okay. Okay. All right. All right. Well, is there anything else I can help you with today, Miss Valerie? That will be all. Thank you so much. No problem. If there's nothing else, thanks for calling Benefits in the Card. Hope you have a great weekend. You too. And bye-bye. Thank you. Bye.

Conversation Format

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

Speaker speaker_1: Hi. Yes, this is Valerie McAdory. And, um, I was calling to enroll in, um, term, life, and short-term disability.

Speaker speaker_0: Which insurance company do you work for?

Speaker speaker_1: Um, Oxford.

Speaker speaker_0: What's the last four of your social?

Speaker speaker_1: 8622.

Speaker speaker_0: First name?

Speaker speaker_1: Valerie.

Speaker speaker_0: Last name?

Speaker speaker_1: McAdory.

Speaker speaker_0: For security purposes, can you verify your address and date of birth for me?

Speaker speaker_1: Um, 5021 Pendleton Drive, Madison, Wisconsin, 53718. Uh, apartment two oh, um, 204. Um, and what, what, what else you need?

Speaker speaker_0: Date of birth?

Speaker speaker_1: Uh, 01/25/1969.

Speaker speaker_0: You, you said you wanted to get enrolled into the short-term disability and life insurance, correct?

Speaker speaker_1: Correct.

Speaker speaker_0: And were those the only two plans?

Speaker speaker_1: Yes. I already have, uh-

Speaker speaker_0: Could you-

Speaker speaker_1: ... dental visit. I already have the other one.

Speaker speaker_0: So I do need a beneficiary for your life insurance policy. And I'll just need your first name, last name, and their relationship to you.

Speaker speaker_1: Um, K-I-A-R-A is the first name, D-E-A-N is the last name, and that's my daughter.

Speaker speaker_0: You said, you said K-A-Y?

Speaker speaker_1: K-A-I-R-A, Kiara.

Speaker speaker_0: And last name?

Speaker speaker_1: Dean, D-E-A-N.

Speaker speaker_0: You said that's your daughter?

Speaker speaker_1: No, K-I-A-R-A. Maybe I spelled it wrong. K-I-A-R-A.

Speaker speaker_0: You say K-I-A-R-A?

Speaker speaker_1: A... Yes.

Speaker speaker_0: And you said that's your daughter?

Speaker speaker_1: Yes.

Speaker speaker_0: All right. All right, I've got that in the system. Please be advised the enrollment process does take one to two weeks. It is possible... Once you see that first deduction from your paycheck and we see it in our system, that follow on Mondays when your coverage will become active. And your ID cards will be sent one to two weeks for an activation day. You actually won't receive ID cards for the coverages you got enrolled into, so you can just look for the deductions that come out of your paycheck.

Speaker speaker_1: So how much is the deduction every, um, check?

Speaker speaker_0: It'll be $6.06.

Speaker speaker_1: Okay. That's for the short term, uh, as well?

Speaker speaker_0: Uh, yes, ma'am.

Speaker speaker_1: And, uh, life?

Speaker speaker_0: Yes, ma'am.

Speaker speaker_1: Okay. And, um, for the 401, do I do that through you all as well?

Speaker speaker_0: No, ma'am. You would reach out to Oxford for that.

Speaker speaker_1: Okay. Okay.

Speaker speaker_0: All right.

Speaker speaker_1: All right.

Speaker speaker_0: Well, is there anything else I can help you with today, Miss Valerie?

Speaker speaker_1: That will be all. Thank you so much.

Speaker speaker_0: No problem. If there's nothing else, thanks for calling Benefits in the Card. Hope you have a great weekend.

Speaker speaker_1: You too. And bye-bye.

Speaker speaker_0: Thank you. Bye.