

Transcript: Malcolm

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. ... benefits and a card. This is Malcolm, how can I help you? Hey, I'm looking to enroll. What staff and company do you work for? Um, Oxford. O-X-F-O-R-D. The last four of your social? 0021. First name? Stanley. S-T-A-N-L-E-Y. For security purposes, please verify your address and date of birth for me. Uh, 5000 Wayne Canton, Massachusetts 02021. Date of birth is February 6th, 1995. S- could you say that date of birth one more time? February 6th, 1995. Thank you. So we got your phone number, 857-869-3894? Yep. And your email is stan.stanley@gmail.com? Yep. All right. What type of coverage were you wanting to get enrolled into? Um, so I actually have a question before I, um, kind of choose here. So I was gonna go with the Stay Healthy one, um, and then adding on, uh, Insurance Plus Basic. But if I were to find out later, like, um, Insurance Plus Basic doesn't cover a specific medicine that I'm trying to get covered, is there any way to cancel that and just stay with Stay Healthy? Yes, sir. You're always able to cancel at any time, you just wouldn't be able to a- make any additions at any time. Oh, okay. All right. Understood. Okay. So yeah, I would like to do the Stay Healthy and then Insurance Plus Basic as well. So just those two plans and that's it? Yep. Oh wait, sorry, and now Vision. Sorry. Yeah. So the Stay Healthy, um, Insurance Plus Basic, and the Vision. Those selected, your total will be \$36.26. That'll be deducted weekly. Do you authorize your employer to make these deductions? Yeah. Okay. Thank you. Thank you. So are you aware that these plans won't become active until January 6th? Yep. All right. So when you... once you see that first deduction from your paycheck and we see it in our system, that coverage will become active that following Monday. As, as far as ID cards go, it takes one to two weeks to get to you from the activation date. If you need your ID cards before then, you could call around Thursday or Friday and see if we have it available digitally to be sent to you. And if you want it physical, then you have to call and request it on the... once your coverage becomes active as well. Okay. Sounds good. Well, was there anything else I can help you with today, Mr. Stanley? Uh, nope. That's it. All right. If there's nothing else, thanks for calling Benefits in the Card. Hope you have a great rest of your day. Thank you. You too, Malcolm. Appreciate it. Thank you. All right.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: ... benefits and a card. This is Malcolm, how can I help you?

Speaker speaker_2: Hey, I'm looking to enroll.

Speaker speaker_1: What staff and company do you work for?

Speaker speaker_2: Um, Oxford. O-X-F-O-R-D.

Speaker speaker_1: The last four of your social?

Speaker speaker_2: 0021.

Speaker speaker_1: First name?

Speaker speaker_2: Stanley. S-T-A-N-L-E-Y.

Speaker speaker_1: For security purposes, please verify your address and date of birth for me.

Speaker speaker_2: Uh, 5000 Wayne Canton, Massachusetts 02021. Date of birth is February 6th, 1995.

Speaker speaker_1: S- could you say that date of birth one more time?

Speaker speaker_2: February 6th, 1995.

Speaker speaker_1: Thank you. So we got your phone number, 857-869-3894?

Speaker speaker_2: Yep.

Speaker speaker_1: And your email is stan.stanley@gmail.com?

Speaker speaker_2: Yep.

Speaker speaker_1: All right. What type of coverage were you wanting to get enrolled into?

Speaker speaker_2: Um, so I actually have a question before I, um, kind of choose here. So I was gonna go with the Stay Healthy one, um, and then adding on, uh, Insurance Plus Basic. But if I were to find out later, like, um, Insurance Plus Basic doesn't cover a specific medicine that I'm trying to get covered, is there any way to cancel that and just stay with Stay Healthy?

Speaker speaker_1: Yes, sir. You're always able to cancel at any time, you just wouldn't be able to a- make any additions at any time.

Speaker speaker_2: Oh, okay. All right. Understood. Okay. So yeah, I would like to do the Stay Healthy and then Insurance Plus Basic as well.

Speaker speaker_1: So just those two plans and that's it?

Speaker speaker_2: Yep. Oh wait, sorry, and now Vision. Sorry. Yeah. So the Stay Healthy, um, Insurance Plus Basic, and the Vision.

Speaker speaker_1: Those selected, your total will be \$36.26. That'll be deducted weekly. Do you authorize your employer to make these deductions?

Speaker speaker_2: Yeah.

Speaker speaker_1: Okay. Thank you.

Speaker speaker_2: Thank you.

Speaker speaker_1: So are you aware that these plans won't become active until January 6th?

Speaker speaker_2: Yep.

Speaker speaker_1: All right. So when you... once you see that first deduction from your paycheck and we see it in our system, that coverage will become active that following Monday. As, as far as ID cards go, it takes one to two weeks to get to you from the activation date. If you need your ID cards before then, you could call around Thursday or Friday and see if we have it available digitally to be sent to you. And if you want it physical, then you have to call and request it on the... once your coverage becomes active as well.

Speaker speaker_2: Okay. Sounds good.

Speaker speaker_1: Well, was there anything else I can help you with today, Mr. Stanley?

Speaker speaker_2: Uh, nope. That's it.

Speaker speaker_1: All right. If there's nothing else, thanks for calling Benefits in the Card. Hope you have a great rest of your day.

Speaker speaker_2: Thank you. You too, Malcolm. Appreciate it.

Speaker speaker_1: Thank you.

Speaker speaker_2: All right.