

Transcript: Pamela

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits Central Card. This is Pamela speaking. How may I help you? Hi. Um, I'm a consultant with Oxford and um, I had a thing in order to enroll, to call this number. And, um, you say Oxford? Yes. May I have the last three digits of your social so I can pull up your file, sir? Sure. 6118. Your first and last name? Edward Fisher. Thank you. Mr. Fisher, for security reasons and just to make sure we are in the correct file, can we please verify your complete address and date of birth? Uh, 477 Franklin Street, Grantham, Massachusetts. Uh, May 23, 1970. Thank you. Is your ZIP code 02093? Yes. We have a telephone number on file, 608-213-6944 and your email is email.edfisher@gmail.com? Yes. All right. And do you know what plan would you like to enroll, sir? Uh... Um, I guess there's three options so I guess the highest one. The insured plus enhanced? Right. That's for \$25.17? Yeah. Is this for employee only? Yes. Thank you. Anything else besides that? Dental, vision, life? No, that's it. All right. So the benefits will start the following Monday after we receive the first premium from your employer, then your ID card will be up for us to generate in the system. It will be mailed out to you within seven to 10 days after the benefits are active. Um, I'm sorry. The plan that you've chosen, it goes... Uh, they will send you a digital card to your email. If you need a physical one, you could give us a call after the benefits are active. Okay. All right. Is anything else I could do for you, sir? That's it. All right. Thank you for giving us a call today. Have a great rest of the day. Thank you. Bye-bye.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits Central Card. This is Pamela speaking. How may I help you?

Speaker speaker_2: Hi. Um, I'm a consultant with Oxford and um, I had a thing in order to enroll, to call this number.

Speaker speaker_1: And, um, you say Oxford?

Speaker speaker_2: Yes.

Speaker speaker_1: May I have the last three digits of your social so I can pull up your file, sir?

Speaker speaker_2: Sure. 6118.

Speaker speaker_1: Your first and last name?

Speaker speaker_2: Edward Fisher.

Speaker speaker_1: Thank you. Mr. Fisher, for security reasons and just to make sure we are in the correct file, can we please verify your complete address and date of birth?

Speaker speaker_2: Uh, 477 Franklin Street, Grantham, Massachusetts. Uh, May 23, 1970.

Speaker speaker_1: Thank you. Is your ZIP code 02093?

Speaker speaker_2: Yes.

Speaker speaker_1: We have a telephone number on file, 608-213-6944 and your email is email.edfisher@gmail.com?

Speaker speaker_2: Yes.

Speaker speaker_1: All right. And do you know what plan would you like to enroll, sir?

Speaker speaker_2: Uh... Um, I guess there's three options so I guess the highest one.

Speaker speaker_1: The insured plus enhanced?

Speaker speaker_2: Right.

Speaker speaker_1: That's for \$25.17?

Speaker speaker_2: Yeah.

Speaker speaker_1: Is this for employee only?

Speaker speaker_2: Yes.

Speaker speaker_1: Thank you. Anything else besides that? Dental, vision, life?

Speaker speaker_2: No, that's it.

Speaker speaker_1: All right. So the benefits will start the following Monday after we receive the first premium from your employer, then your ID card will be up for us to generate in the system. It will be mailed out to you within seven to 10 days after the benefits are active. Um, I'm sorry. The plan that you've chosen, it goes... Uh, they will send you a digital card to your email. If you need a physical one, you could give us a call after the benefits are active.

Speaker speaker_2: Okay.

Speaker speaker_1: All right. Is anything else I could do for you, sir?

Speaker speaker_2: That's it.

Speaker speaker_1: All right. Thank you for giving us a call today. Have a great rest of the day.

Speaker speaker_2: Thank you.

Speaker speaker_1: Bye-bye.