

## Transcript: Pamela

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### Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card, this is Pamela speaking, how may I help you? Hi, hello, um, this is Ever Cruz, so I'm from Oxford, a new hire employee. I would like to, um, enroll for the, um, VIP since I think, um, the online system is down up until now. Okay. Mm-hmm. May I have the last four digits of your Social so I can pull up your file? It's 0057. Your first and last name? Ever Cruz. Ms. Cruz, for security reasons, just to make sure we are in the correct file, I need to verify the complete address and date of birth. Mm-hmm. Um, my address is 2651 Perkins Creek Drive, Apartment 126, Paducah, Kentucky 42001. And my birth date is January 8th, 1990. Thank you for the information. Mm-hmm. We have a telephone number on file, 773-817-0483, and your email is everqvl@gmail.com? Yes. All right. And what would you like to enroll to? Um, so I would like to, um, enroll for a, um, Insure Plus Enhance. And then... This is for employee only? Yes, for the employee only. Anything else besides Insure Plus Enhance? Um, and then, um, uh, the dental, the VIP alliance, STD, vision, and, um, is it the med too? So basically, um, all of, all of your, um, maximize, um, benefits for the employee only. We have the Insure Plus Enhance, the dental, short-term disability, life insurance, vision... Mm-hmm. ... and the stay healthy plan. Yeah. So, um, actually my husband is also enrolled as employee only, so, um, is it, um, 53.13 for, um, after tax deduction? Per week? Okay. These are not, um... You mean pre-tax? Um, the, the total. Yeah. Uh, it's \$53.13. Okay, so that's the maximum benefit, right? For all the- That's what you're gonna be paying for everything every week. Okay, got it. Yeah. That's it. Okay. All right, so the benefits will start the following Monday after- Mm-hmm. ... we receive... No, let me... I'm giving you the wrong information, hold on. It will start in the first week of January after we receive the first premium from your employer. Sorry. Mm-hmm. And since you got the life insurance, who, who, who you want to be your beneficiary? Um, my husband. May I have your spouse first and last name? Um, it's Bryan Cruz. Bryan? Yes. B-R-Y-A-N. He's actually, um, employee here as well in Oxford. So I enrolled you and all the plans that we mentioned- Mm-hmm. ... as an employee. Benefits will start the first week of January after we receive the first premium. Um, your ID card will be arriving within seven to ten days after the benefits are active. Mm-hmm. Okay, Ms. Cruz, please verify your mailing address and date of birth for me, please. Mm-hmm. Can you verify it for me? Okay. So it's 2651 Perkins Creek Drive, Apartment 126, Paducah, Kentucky 42001. And my- I just... Oh. Yeah. There was a miss there, so sorry. Okay. Just wanna make sure because... At the apartment 126, right? Yes. So for your Insure Plus Enhance, your ID card will go to your email, then the rest of the ID card will go to your physical address. Mm-hmm. Now if you need a physical ID card for that plan you could give us a call after benefits are active and we could request one for you. Oh, okay. Got it. Right. Is there anything else I could do for you? Mm-hmm. Um, can I have a copy of the enrolled, um,

what's this, enrolled health insurance? Or that? We c- Mm-hmm. I could have, um, an email to be sent out to you- Okay. ... of, with the enrollment confirmation. Mm-hmm. Like that? Yeah. All right. That should do it. It takes 24 to 48 hours. Okay. Um, check your spam and junk mail, it might go there. Mm-hmm. It's coming from, um, info@benefitsinacard. Okay. All right. So after 24 to 48 hours I'll check my email. Hours, yeah. Okay. Mm-hmm. It might get there earlier, but that's the timeframe, so. Okay, so that I can, um, review the, uh- Anything else- ... insur- Yeah, the email. Uh- Anything else I can do for you? Um, I'm good. Um, thank you for your assistance. Thank you for giving us a call. Mm-hmm. Have a good day then. You too. Thank you, 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 in a Card, this is Pamela speaking, how may I help you?

Speaker speaker\_2: Hi, hello, um, this is Ever Cruz, so I'm from Oxford, a new hire employee. I would like to, um, enroll for the, um, VIP since I think, um, the online system is down up until now.

Speaker speaker\_1: Okay.

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: May I have the last four digits of your Social so I can pull up your file?

Speaker speaker\_2: It's 0057.

Speaker speaker\_1: Your first and last name?

Speaker speaker\_2: Ever Cruz.

Speaker speaker\_1: Ms. Cruz, for security reasons, just to make sure we are in the correct file, I need to verify the complete address and date of birth.

Speaker speaker\_2: Mm-hmm. Um, my address is 2651 Perkins Creek Drive, Apartment 126, Paducah, Kentucky 42001. And my birth date is January 8th, 1990.

Speaker speaker\_1: Thank you for the information.

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: We have a telephone number on file, 773-817-0483, and your email is everqvl@gmail.com?

Speaker speaker\_2: Yes.

Speaker speaker\_1: All right. And what would you like to enroll to?

Speaker speaker\_2: Um, so I would like to, um, enroll for a, um, Insure Plus Enhance. And then...

Speaker speaker\_1: This is for employee only?

Speaker speaker\_2: Yes, for the employee only.

Speaker speaker\_1: Anything else besides Insure Plus Enhance?

Speaker speaker\_2: Um, and then, um, uh, the dental, the VIP alliance, STD, vision, and, um, is it the med too? So basically, um, all of, all of your, um, maximize, um, benefits for the employee only.

Speaker speaker\_1: We have the Insure Plus Enhance, the dental, short-term disability, life insurance, vision...

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: ... and the stay healthy plan.

Speaker speaker\_2: Yeah. So, um, actually my husband is also enrolled as employee only, so, um, is it, um, 53.13 for, um, after tax deduction? Per week?

Speaker speaker\_1: Okay. These are not, um... You mean pre-tax?

Speaker speaker\_2: Um, the, the total. Yeah.

Speaker speaker\_1: Uh, it's \$53.13.

Speaker speaker\_2: Okay, so that's the maximum benefit, right? For all the-

Speaker speaker\_1: That's what you're gonna be paying for everything every week.

Speaker speaker\_2: Okay, got it. Yeah. That's it.

Speaker speaker\_1: Okay. All right, so the benefits will start the following Monday after-

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: ... we receive... No, let me... I'm giving you the wrong information, hold on. It will start in the first week of January after we receive the first premium from your employer. Sorry.

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: And since you got the life insurance, who, who, who you want to be your beneficiary?

Speaker speaker\_2: Um, my husband.

Speaker speaker\_1: May I have your spouse first and last name?

Speaker speaker\_2: Um, it's Bryan Cruz.

Speaker speaker\_1: Bryan?

Speaker speaker\_2: Yes. B-R-Y-A-N. He's actually, um, employee here as well in Oxford.

Speaker speaker\_1: So I enrolled you and all the plans that we mentioned-

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: ... as an employee. Benefits will start the first week of January after we receive the first premium. Um, your ID card will be arriving within seven to ten days after the benefits are active.

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: Okay, Ms. Cruz, please verify your mailing address and date of birth for me, please.

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: Can you verify it for me?

Speaker speaker\_2: Okay. So it's 2651 Perkins Creek Drive, Apartment 126, Paducah, Kentucky 42001. And my-

Speaker speaker\_1: I just... Oh.

Speaker speaker\_2: Yeah.

Speaker speaker\_1: There was a miss there, so sorry. Okay. Just wanna make sure because... At the apartment 126, right?

Speaker speaker\_2: Yes.

Speaker speaker\_1: So for your Insure Plus Enhance, your ID card will go to your email, then the rest of the ID card will go to your physical address.

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: Now if you need a physical ID card for that plan you could give us a call after benefits are active and we could request one for you.

Speaker speaker\_2: Oh, okay. Got it.

Speaker speaker\_1: Right. Is there anything else I could do for you?

Speaker speaker\_2: Mm-hmm. Um, can I have a copy of the enrolled, um, what's this, enrolled health insurance? Or that?

Speaker speaker\_1: We c-

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: I could have, um, an email to be sent out to you-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... of, with the enrollment confirmation.

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: Like that?

Speaker speaker\_2: Yeah.

Speaker speaker\_1: All right.

Speaker speaker\_2: That should do it.

Speaker speaker\_1: It takes 24 to 48 hours.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Um, check your spam and junk mail, it might go there.

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: It's coming from, um, info@benefitsinacard.

Speaker speaker\_2: Okay.

Speaker speaker\_1: All right.

Speaker speaker\_2: So after 24 to 48 hours I'll check my email.

Speaker speaker\_1: Hours, yeah.

Speaker speaker\_2: Okay. Mm-hmm.

Speaker speaker\_1: It might get there earlier, but that's the timeframe, so.

Speaker speaker\_2: Okay, so that I can, um, review the, uh-

Speaker speaker\_1: Anything else-

Speaker speaker\_2: ... insur- Yeah, the email. Uh-

Speaker speaker\_1: Anything else I can do for you?

Speaker speaker\_2: Um, I'm good. Um, thank you for your assistance.

Speaker speaker\_1: Thank you for giving us a call.

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: Have a good day then.

Speaker speaker\_2: You too. Thank you, bye.