

Transcript: VICTORIA

Taylor-5318711771611136-5654253004603392

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Hey there, Victoria. My name is Don Wedding and I am a consultant for Oxford and Associates. And they said, uh, they just sent me a thing that says, "Oxford, Oxford Consultant Benefits enrollment." So I have a question. Is, am I en- am I eligible? I didn't know that consultants were eligible, but the title sure sounds like I am. Yeah, this is just a medical insurance being offered through the staffing agency. Do- is there any- what are the restrictions? In other words, do I have to have a certain amount of billable hours? What happens if I fall below that? What- can you give me a quick update if, if you know? Um, I'm not aware of you having to work a certain amount of hours. Um, let me double-check. And can you tell me what it costs, too? That's, uh... 'Cause I would love to just jettison my, um... 'cause I have my own through my little company and I'd rather just get rid of it and go through you guys. BIC, is that Blue Cross? Oh, Benefits in a Card. No. So yeah, Benefits in a Card, that's the name of our company and we're just the benefits for ministers. Oh, I see. Um, but yeah, I mean, I don't see where you have to work a certain amount of hours, so I can definitely send you a copy of the benefits guide to your email. It'll go to like- Oh no, that would be wonderful. ... all in the end. Listen, wait, wait, make sure that I'm, that you're just... Okay, it says Oxford. Okay, so well heck, I'm gonna... Um, can you tell me this? What is the name of the medical insurance that I have? I, I, is it, is it something like... Sometimes these companies have something like Blue Cross and sometimes it's Fred's Insurance House of, of, uh, you know, whatever. So, uh, do you happen to know what it is? Depends on the plan that you choose. The major, uh, insurance carriers that we work with is 90 Degree Benefits, American Public Life, and MetLife. MetLife. Oh, those are life insurance, but I was talking about health insurance. No, sir. That's the name of the medical insurance as well. Oh, really? Okay. American Public Life is for medical, um, there's dental, short-term disability and term life that they offer. 90 Degree Benefits does another one of the medical plans. Um, and then MetLife does the vision. I see. Well this, this is kind of cool. Um, I might do this then. Okay, um, thank you. Well, send me the, the thing that you have just in case that, um, uh, I don't have the thing that they, that they've given to me. Uh, in other words, uh, they sent me something, but I'm not sure if it's the same thing, so... Okay. Uh, what would be a good email to send that to? Just the easiest email you're ever gonna see Donald, D-O-N-A-L-D and then.wedding, W-E-D-D-I-N-G, just like getting married. And that would be, um, donald.wedding and that would be @Gmail. Okay. I will go ahead and send that to you. And then just to let you know, you did say Oxford, correct? Or- Oxford, yes. Oxford. Yes. Okay. We work for a couple different clients. Oh, I have to take this. This is my boss. Okay, thanks a lot. 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 on a Card. This is Victoria. How can I help you?

Speaker speaker_2: Hey there, Victoria. My name is Don Wedding and I am a consultant for Oxford and Associates. And they said, uh, they just sent me a thing that says, "Oxford, Oxford Consultant Benefits enrollment." So I have a question. Is, am I en- am I eligible? I didn't know that consultants were eligible, but the title sure sounds like I am.

Speaker speaker_1: Yeah, this is just a medical insurance being offered through the staffing agency.

Speaker speaker_2: Do- is there any- what are the restrictions? In other words, do I have to have a certain amount of billable hours? What happens if I fall below that? What- can you give me a quick update if, if you know?

Speaker speaker_1: Um, I'm not aware of you having to work a certain amount of hours. Um, let me double-check.

Speaker speaker_2: And can you tell me what it costs, too? That's, uh... 'Cause I would love to just jettison my, um... 'cause I have my own through my little company and I'd rather just get rid of it and go through you guys. BIC, is that Blue Cross? Oh, Benefits in a Card.

Speaker speaker_1: No. So yeah, Benefits in a Card, that's the name of our company and we're just the benefits for ministers.

Speaker speaker_2: Oh, I see.

Speaker speaker_1: Um, but yeah, I mean, I don't see where you have to work a certain amount of hours, so I can definitely send you a copy of the benefits guide to your email. It'll go to like-

Speaker speaker_2: Oh no, that would be wonderful.

Speaker speaker_1: ... all in the end.

Speaker speaker_2: Listen, wait, wait, make sure that I'm, that you're just... Okay, it says Oxford. Okay, so well heck, I'm gonna... Um, can you tell me this? What is the name of the medical insurance that I have? I, I, is it, is it something like... Sometimes these companies have something like Blue Cross and sometimes it's Fred's Insurance House of, of, uh, you know, whatever. So, uh, do you happen to know what it is?

Speaker speaker_1: Depends on the plan that you choose. The major, uh, insurance carriers that we work with is 90 Degree Benefits, American Public Life, and MetLife.

Speaker speaker_2: MetLife. Oh, those are life insurance, but I was talking about health insurance.

Speaker speaker_1: No, sir. That's the name of the medical insurance as well.

Speaker speaker_2: Oh, really? Okay.

Speaker speaker_1: American Public Life is for medical, um, there's dental, short-term disability and term life that they offer. 90 Degree Benefits does another one of the medical plans. Um, and then MetLife does the vision.

Speaker speaker_2: I see. Well this, this is kind of cool. Um, I might do this then. Okay, um, thank you. Well, send me the, the thing that you have just in case that, um, uh, I don't have the thing that they, that they've given to me. Uh, in other words, uh, they sent me something, but I'm not sure if it's the same thing, so...

Speaker speaker_1: Okay. Uh, what would be a good email to send that to?

Speaker speaker_2: Just the easiest email you're ever gonna see Donald, D-O-N-A-L-D and then.wedding, W-E-D-D-I-N-G, just like getting married. And that would be, um, donald.wedding and that would be @Gmail.

Speaker speaker_1: Okay. I will go ahead and send that to you. And then just to let you know, you did say Oxford, correct? Or-

Speaker speaker_2: Oxford, yes.

Speaker speaker_1: Oxford.

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. We work for a couple different clients.

Speaker speaker_2: Oh, I have to take this. This is my boss. Okay, thanks a lot. Bye-bye.